

## Policy & Procedure – GET 1INVOLVED



Changing lives  
one by one

### GET 1INVOLVED Policy

This policy applies to all Chapter 1 employees and volunteers and includes the following information:

1. Policy Statement
2. Local and National Standards
3. National Strategy

#### 1. Policy Statement

##### **GET 1INVOLVED: An introduction**

The philosophy and theology of this organisation is summed up succinctly in our credo, that we believe in the inherent value of the individual. Because the people we serve matter to us, because they have value, then we want to ensure those people can GET 1INVOLVED in Chapter 1.

##### **GET 1INVOLVED: What it means**

There is great diversity in chapter 1 meaning GET 1INVOLVED means different things to different people. This policy defines GET 1INVOLVED in 3 statements that sum up the views of staff and service users:

- Bringing staff and service users together, strengthening positive working relationships through purposeful, meaningful activities that are for the good of the service.
- Service users having a say and being listened to both in our individual services and the national organisation with the power to cause change when it's needed.
- Building a sense of belonging for service users so that they get the best service possible and they can give back and contribute to the service even after they are no longer a service user.

##### **GET 1INVOLVED: What it does not mean**

Within Chapter 1 GET 1INVOLVED does not mean:

- Support of service users; it is not a way to support people or help them towards their independence.
  - Chapter 1 delivers a variety of different support services to service users but that is separate from GET 1INVOLVED.
  - An outcome of people getting involved may be that their support needs are getting met but that is not the purpose of GET 1INVOLVED.
- Excluding some people and giving special privileges to others.
- Doing an activity for the sake of doing an activity or putting on activities for service users that are held purely to give service users 'an experience'.

##### **GET 1INVOLVED: Defining a local meaning**

Every Chapter 1 service is unique so we want every Chapter 1 service (service users and staff) to develop an understanding of what GET 1INVOLVED means to them. This means every project can define GET 1INVOLVED for themselves in addition to having the national definition from this policy. Their definition must not contradict the national

definition but enhance it and make it more special to the local service users and staff. The local definition of **GET 1INVOLVED** must also not include anything from the above 3 points of what **GET 1INVOLVED** is not.

#### **GET 1INVOLVED: Why we involve service users**

We believe service users getting involved leads to:

- Chapter 1 providing the best services possible that deliver value for money to service users.
- Our services users being given the respect they deserve; to have their opinions heard and reacted to.
- Chapter 1 fulfilling our regulatory responsibilities to empower and involve service users.

#### **GET 1INVOLVED: When service users cannot get involved**

Chapter 1 accepts that there are times when service users cannot get involved for instance when service users may be exposed to sensitive information about other service users or staff and this exposure cannot be managed. In such times there should be a clear reason why that has been agreed by the appropriate authority in Chapter 1. Service users can challenge decisions taken to not involve service users through the complaints procedure.

#### **GET 1INVOLVED: The right to not be involved**

It is the right of Chapter 1 service users to not be involved if they don't want to be. No service user should be forced into giving their views, becoming a Rep, attending events or meetings etc. **GET 1INVOLVED** is about Chapter 1 service users making a choice to have their say because they have been empowered to do so.

#### **GET 1INVOLVED: What it looks like in our local services and the national organisation**

The practical outworking of this strategy is described in the document, **GET 1INVOLVED** Standards and Procedures. The standards describe what is expected of services from January 2012.

Failure to meet the standards will prompt investigation by the relevant person(s) and appropriate action being taken to ensure the standards are met.

#### **GET 1INVOLVED: Strategic development**

**GET 1INVOLVED** is organic, fluid and ambitious. Sitting behind the standards and procedures is a strategy to further improve the opportunities for service users to **GET 1INVOLVED** in Chapter 1. The strategy includes plans to utilise technology and social media more and build a culture where service users can give back to Chapter 1 in a variety of ways and have a clear route to future employment by us. This strategy can be viewed in the document '**GET 1INVOLVED** The Strategy'.

#### **GET 1INVOLVED: A note on the term 'Service User'**

In the consultation process of devising this policy statement and the accompanying standards, procedures and strategy it has been clear that the term service user is inadequate. Both staff and service users are uncomfortable with the term because it seems impersonal and, to some, dismissive of the people we work for and with.

Chapter 1 recognises the inherent value in every person who works or volunteers for Chapter 1 or receives a service from us. As stated, in this policy, we believe the people we serve matter. Regrettably there is a need to sometimes use over-arching terms in

policy or other documents for the sake of simplicity. This is not to undermine the value of the individual but simply a matter of practicality.

In this case the decision has been taken to use the term 'service user'. The term refers to any person who receives a service from us whether they live in an accommodation project, are visited in their homes by us, volunteer in our furniture project, attend a contact centre or other circumstance.

Wherever possible it is expected that Chapter 1 will use language that recognises the value of the individual. Whilst it is mostly necessary to use the term service user in national policy such as this, locally, in services, a more appropriate term should be agreed between those receiving and delivering a service.

## 2. Local and National Standards

There are 6 standards that local services have to meet and 6 standards that the national organisation must meet.

It is the responsibility of the Area Manager and local service users to hold to account local services for their delivery of the GET 1INVOLVED local standards. It is the responsibility of the Operations Director responsible for GET 1INVOLVED and National Service User Reps to hold to account the GET 1INVOLVED Manager for the delivery of the GET 1INVOLVED national standards.

### GET 1INVOLVED The Local Standards:

1. Every Chapter 1 service should have a GET 1INVOLVED action plan that is reviewed every 6 months.
  - a. This action plan should be designed with service users.
  - b. The action plan must focus on delivery of GET 1INVOLVED as defined by GET 1INVOLVED: The policy statement.
  - c. All staff should be aware of the action plan and all residents be able to access it and monitor progress against agreed actions.
2. Every Chapter 1 service should have at least 1 Service User Rep.
  - a. The Rep role should work according to the Service User Rep policy.
3. Service users should be involved in the recruitment of new staff.
  - a. This will be done in line with the Chapter 1 recruitment procedure for service user involvement in recruitment.
  - b. If the need arises, clear reasons must be given as to why service users can't get involved in recruitment.
4. Every service user should be informed about our complaints procedure and be able to complain in the appropriate way.
5. Every service user should be aware of who their Area Manager is and how to contact them.
6. Every service user should be kept informed of the outcomes of their involvement either informally or formally depending on how they were involved.

### GET 1INVOLVED The National Standards:

1. There will be a national action plan to ensure delivery of GET 1INVOLVED as defined by GET 1INVOLVED: The policy statement.
2. There will be appropriate national representation of service users on all relevant national committees and policy areas.
3. Service users should be involved in the recruitment of all relevant national staff in Chapter 1.
  - a. This will be done in line with the Chapter 1 recruitment procedure for service user involvement in recruitment.
  - b. If the need arises, clear reasons must be given as to why service users can't get involved in recruitment.
4. There will be a national framework and system for service user views reaching the appropriate national decision making individuals or committees and information (including performance information) from Chapter 1 nationally reaching service users at service level
5. Every national policy development or review should involve service users in an appropriate way.
  - a. If the need arises, clear reasons must be given as to why service users can't get involved.
6. Every service user should be kept informed of the outcomes of their national involvement either informally or formally depending on how they were involved.

### 3. The National Strategy

#### Introduction

The following targets are the broad strategy of Chapter 1 for delivering and advancing GET 1INVOLVED until March 2016. A more detailed national action plan accompanies this broad strategy and can be found on the intranet or by asking the GET 1INVOLVED Manager.

#### GET 1INVOLVED: In our services

1. There will be numerous different opportunities and positions for service users to be involved in services such as health and safety rep, welcome panel member for new service users, internal trainer etc.
  - 1.1. Each position will be established with it's own policy and procedure whenever required.
2. There will be a natural development pathway for ex service users to stay in touch with Chapter 1, become volunteers or become staff members.

#### GET 1INVOLVED: The Learning Development of Staff

1. There will be regional centres of excellence for GET 1INVOLVED that can be visited and contacted by other service users and staff in their region for learning development and support.
2. Chapter 1 current or former service users will also be training staff from other organisations in involvement.

#### GET 1INVOLVED: Service User Reps

1. There will be learning and personal development opportunities for Service User Reps that will be about;
  - 1.1. Developing personal skills such as communication, teamwork and leadership.
  - 1.2. Training Reps in the management of specific issues they are likely to face.
  - 1.3. Training Reps about more complicated management, policy or procedure issues in Chapter 1.
  - 1.4. Wherever possible learning and development of Reps will be accredited.
2. There will be a peer mentoring system for Service User Reps.
  - 2.1. The system will ensure new Reps are linked with experienced Reps.
3. There will be a natural development pathway for ex Service User Reps to stay in touch with Chapter 1, become volunteers or become staff members.

#### **GET 1INVOLVED: Information and Communication**

1. There will be a team of people in place within Chapter 1 sufficiently resourced to run social media and technology (including film) that facilitate service users getting involved in Chapter 1.
2. There will be a store of 'rich media' created that staff can access to promote GET 1INVOLVED in Chapter 1.
3. There will be social media in place [along with the necessary policies and procedures] that allow service users to communicate with Chapter 1 and between themselves at a national level.
  - 3.1. This may include interaction through Facebook or discussion forums.
4. Local web pages will be developed for each individual service that run off the national Chapter 1 website.
5. Portable mobile communication devices will be available for service users to use in order to communicate with and receive information from Chapter 1.

#### **GET 1INVOLVED: The GET 1INVOLVED Fund**

1. Services will be supported to access additional funds that allow them to develop GET 1INVOLVED in their service.
  - 1.1. These additional funds could be grants or donations or take other forms.

#### **GET 1INVOLVED: National Standards**

1. An annual schedule of national policy and procedure development and review will allow service users to opt in to the reviews they want to be a part of in a way that works for them.

**Policy section : GET 1INVOLVED**

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