



Service User Involvement Policy

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Version Control

Version	Date Amended	Reason

1. Introduction

Service users (clients) are at the heart of Survivors West Yorkshire's agenda for shaping and improving the delivery of its services. Leadership and learning are also vital; Survivors West Yorkshire aim to ensure the people it works with, informs all work, projects and objectives. It will strive to ensure that clients are empowered and supported in all areas and ensure that people are satisfied with the service they receive.

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.

Survivors West Yorkshire 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.

2. Aims

The aims of this policy are to:

- ensure there is a consistent approach to service user involvement across Survivors West Yorkshire'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

3. Our Vision

To embed service user involvement at all levels of consultation, planning and decision making within the organisation.

Survivors West Yorkshire 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.

Survivors West Yorkshire 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 Monitoring & audit of Survivors West Yorkshire's services:

Service users will be involved in the monitoring and auditing of Survivors West Yorkshire's services to ensure compliance with set standards such as the Male Survivor

Partnership Standards. Training will be provided to service users to enable them to be fully involved.

1.2 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.

1.3 Reviewing of Survivors West Yorkshire's policies:

Survivors West Yorkshire 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.

1.4 In order to achieve the above points, Survivors West Yorkshire will ensure that specific meetings are in place at each service or corporately.

1.5 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.

1.6 Payment:

All service users will be paid for their time at an appropriate rate; £30 for a 90-minute session.

4. Responsibilities

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

The CEO has overall responsibility to ensure this policy is adhered to.

All staff 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.

The CEO will provide the link between service users and the Independent Sexual Violence Advocate (ISVA). They will provide support to the service users to ensure they are able to participate in a way of their choice. They will also be responsible for helping 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.

5. Specific Projects

ISVA Consultation Panel

As part of the Independent Sexual Violence Advocate service, clients who access counselling will be contacted at the end of their 20 sessions, asked for feedback about their experience and invited to get involved with shaping the way SWY services evolve.

