

# *Policy*

## *SERVICE USER PARTICIPATION*

### *1. Service users will be consulted in every step of their individual progress.*

- 1.1. Admissions, key work, disciplinary etc will be in an interview format allowing service users' full input
- 1.2. Action plans will be executed in a balanced order of priority and service user choice to ensure a level of success in every way

### *2. Service users will be given opportunity to input into the development and review of company policy and procedure.*

- 2.1. Company policies and procedures will be reviewed through the Service user's Council (in the case of accommodation based services). Compliments, Concerns and Complaints forms and arranged one-to-one or group meetings (in the case of non accommodation based and accommodation based services)
- 2.2. Service users will have opportunity to partake in the formation of company policies and procedures as the need arises

### *3. The Company will invite development ideas from service users.*

- 3.1. Service users are encouraged to explore other services not currently supplied by the Company providing the development is within the scope of the Company ethos and Mission Statement and does not compromise its primary service provision
- 3.2. Service users will partake in multi agency liaison through the Service user's Council (accommodation based services) in order to share best practice for the development of new and existing services in the relevant borough

### *4. Service users will communicate regularly with the Management Committee.*

- 4.1. Service users will produce quarterly reports for the Management Committee informing them, from their viewpoint, of their general opinion of the service delivery
- 4.2. The appointed chair of each Service user's council (accommodation based services) will be invited to sit on the Sanctuary Trust Management committee as an advisory member where the agenda includes details regarding the respective project.