



Changing lives
one by one

GET 1 INVOLVED

The Standards

Introduction

'GET 1 INVOLVED The Policy Statement' dictates that there will be standards that both local services and the national organisation have to meet. This is to ensure that GET 1 INVOLVED remains a priority at all times and is a key part of our work locally and nationally.

Checking on performance

There are 6 standards that local services have to meet and performance against those standards will be checked in a variety of ways including satisfaction surveys of service users, tenant inspections and monthly performance scorecard returns from project managers.

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

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GET 1 INVOLVED Manager

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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.