



Easy Read

Service User Involvement Policy



May 2023

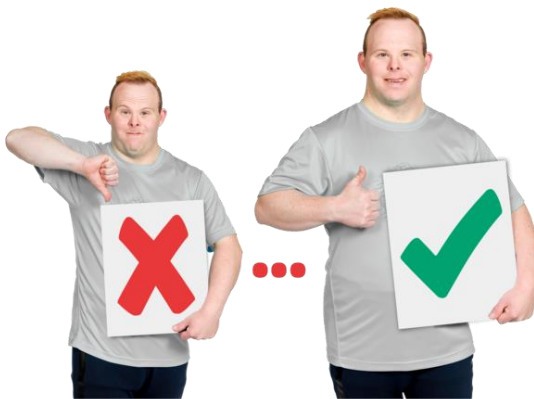


Why do we need this policy?



Centre 404 believes that the people we support should be part of planning and running our services

‘Nothing About Us Without Us’



It means we can run a better service that is right for the people we support



We think that people with learning disabilities should have a say in how they get support

You should be in charge of making decisions about your life

How will we involve you?

	<p>You should be involved in</p> <ul style="list-style-type: none">• decisions about you and your life• the day to day running of your support• big decisions that impact on service users
	<p>This could be by</p> <ul style="list-style-type: none">• making a support plan together• meeting with your support staff• talking to each other every day• having support to make your own choices
	<p>People with learning disabilities have the same rights as everyone else and should have the same chances</p> <p>If we cannot include you in a decision we will tell you why</p>



High Needs Service Users

If a service user cannot tell us what they think we will involve their family and circle of support



Centre 404 has a family carer and circle of support charter

This says how we would like families to be included



There might be special meetings to find out what decisions the person can make

We will support them to find an advocate if they need one



Advocates

We can find someone to speak up for you

This is called an advocate



House or Project Meetings

If you share the place you live we will encourage and support everyone to have meetings together



These could be to talk about things to do with your house, like repairs

These could be to talk about any problems with your support and what to do

'HAVE YOUR SAY'
SERVICE USER INCLUSION GROUP

Have Your Say Group

This group is for service users to share ideas about Centre 404 and talk about any ideas for making it better



The group makes easy read information like this policy

They go to other meetings at Centre 404 like our committees



Executive Committee

It is important to have service users on the committee and support people with learning disabilities to take part

Right now one service user from Islington Outreach is on the committee



Meetings should be at times that are good for you and in places everyone can get to

We will make sure you

- have enough time to understand what is said
- have the chance to take part



Clear information that is easy to understand

Like

- pictures
- symbols
- Makaton
- audio and media



Every year we send out surveys to the people we support

We ask for feedback on the support you get from us



We take any actions we need to because of what people tell us

We will tell you what we are going to do








Service User Quality Checks

The Have Your Say group will look at some services

They will talk to people who get support from that service



They only visit support services for people with mild to moderate learning disabilities who can say they are happy for the group to visit

	<h2 data-bbox="850 247 1227 294">High Needs Feedback</h2> <p data-bbox="850 352 1382 499">We will make sure people we support with high needs get to give feedback as well</p> <p data-bbox="850 558 1377 604">This could be in different ways</p>
	<ul data-bbox="850 667 1338 814" style="list-style-type: none"> • using the right communication tools and technology
	<ul data-bbox="850 926 1360 1073" style="list-style-type: none"> • managers watching how staff support the person and how the person reacts
	<ul data-bbox="850 1186 1360 1283" style="list-style-type: none"> • reading keyworker reports and incident forms
	<ul data-bbox="850 1446 1328 1543" style="list-style-type: none"> • intensive interaction and sensory sessions



- using active support to involve the person



- team meetings with the person's support workers



- activities that the person wants to do

These can help to tell us about a person and what they like and do not like



Service users and families help to interview and choose staff

They come to open days and events

They help us write adverts for new staff



Newsletters

Centre 404 makes newsletters

Service users and families can take part in making it

It lets everyone know what is happening at Centre 404



Staff Training

Your staff will be trained in

- person centred planning
- and communication

This is so they know the best ways to involve the people we support in making decisions



Staff should try to get service users to be as involved as they want to be in decision making

Why get involved?



To **feel more confident**

You will **have more control** over your support



It is your right to **be listened to**

CENTRE 404



Your feedback can help to **make Centre 404 better** for everyone who gets support from us



If you feel worried or have any questions please talk to your support worker or manager

CONTACT US



Telephone

020 76 97 13 27



Address

Centre 404
404 Camden Road
London N7 0SJ



Website

www.centre404.org.uk



E-mail

general@centre404.org.uk