

# Policy Statement



## Participation and involvement

We are committed to the participation and involvement of the people who use our services, their families, others who support them directly or who are committed to supporting the organisation achieve positive change.

### Sense Scotland will:

- Involve people who use services and their families in:
  - recruitment and selection decisions
  - shaping the strategy and direction of the organisation
  - determining as far as possible the detail of their day-to-day support
  - evaluation of services
  - performance evaluation of staff, where possible and appropriate
- Ensure that people who use services are involved in shortlisting and appointment decisions wherever possible, and that they are involved in interviewing or meeting with candidates in other settings where they can form a view on the person's suitability for the post. Where people who use services are unable to be involved directly, we will ensure that their needs influence recruitment decisions.
- Ensure that family members are offered the opportunity to be involved in these appointment decisions where it is difficult or impossible for people using services to be involved.
- Seek the views of people who use services on strategic development and quality improvement by supporting their participation in or involvement with the consultation group.
- Seek the views of family members and service users, where possible, on strategic development and quality improvement via their participation in or involvement with the National Council and its sub-groups.
- Ensure that the quality of services is maintained and improved by surveying the views of the people who use them, their families and other representatives, and purchasers and their representatives.
- Gain a broader perspective on staff performance by involving people who use services and their families in giving views on practice.
- Act to resolve issues of compatibility or conflict either between service users and staff, or between service users, where possible by agreeing that resolution with the service user(s).

Other policy statements encourage participation and involvement too: Complaints policy (full and summary); Equal Opportunities in Service Delivery; Human Rights; Values and Working Principles.

Linda Annan, Senior Assistant Director, is the designated person in relation to this policy.

**Consultation method:** Circulation to SMG and Nicky Watson, Service Manager, West of Scotland Housing Support Services, 18 August 2008.

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Available in other formats on request.

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