

Standards for Involving People

GUIDANCE FOR USE

Version 2, September 2015

Introduction

The Standards for Involving People were developed by people who use services, carers and staff in 2009 and refreshed in 2015 in order to meet three of the aims of FoCUS (the Trust's Forum of Carers and people who Use Services):

- **Placing people at the heart of the way we do things**
- **Setting standards for how we involve people**
- **Measuring how well we involve people**

The Standards are a framework which provides:

- **Guidance about how to encourage and support effective involvement**
- **A means for the Trust as a whole — teams as well as individuals — to check and measure how well people are involved**

The Standards are primarily a tool for **self-review**, the aim being to promote development from the 'bottom up'. Everyone - individuals, teams, services, and the Trust as whole - can use these Standards to reflect on current practice, and to identify opportunities for development and improvement.

It is not expected that everything will be in place straightaway, the Standards are 'gold standards' and will take some time to achieve, nor are there any rules about how the framework should be used.

Services and teams are encouraged to develop their practice for involving people in ways that are appropriate for their work, and the Trust will support this process and help to share good practice between teams.

Standards for Involving People

The Standards have been developed for use by services, teams and individuals.

These are the **7 Standards**:

1	People who use services and carers are actively involved in person-centred care
2	There is effective and appropriate communication and information sharing
3	People who use services and carers are involved in proposals for change
4	People who use services and carer involvement is promoted and supported at all levels in Trust business
5	People who use services and carers are involved in the monitoring and evaluation of services
6	There is supported involvement of people who use services and carers in the recruitment and selection of staff
7	There is monitoring and evaluation of people who use services and carer involvement

The 7 Standards have then been broken down into components and indicators so that people can more easily judge whether they have been met.

Who is involved?

The Standards can be used by a wide range of people to review how much involvement is already happening, and to guide and promote further opportunities for involvement.

Individuals

Individual members of staff can use the Standards as a tool to help review their own skills and abilities at involving people who use services and carers. This can provide useful information and evidence for staff appraisal and the KSF (Knowledge and Skills Framework) review.

People who use services and carers can use the Standards for themselves as a tool to review their own experience of being involved. This can provide constructive and focused feedback to the service, to help with further improvements, and to recognise and promote good practice.

Teams

Teams can use the Standards to review how far they currently involve people, to prioritise areas for action and development, and to share examples of good practice.

The Trust

The Trust as a whole can use the Standards to promote the wider involvement of people in line with the Trust's Vision and Values — for example, by involving people in service development.

Using the Standards also helps the Trust to audit and review how involvement is developing across services.

Getting started

In many cases, the first thing will be to get together with others to look at the Standards — perhaps as part of a regular team meeting or perhaps through a new or existing group involving people who use services and carers.

There is no one way to use the Standards. Some teams or groups may choose to review their practice against all of the Standards and identify some achievable actions for each; some may choose to focus, to begin with, on just one Standard and follow through with the actions identified to improve their practice in this area.

You don't need to submit your completed forms but these will be useful for you to use as evidence at your PSR and at your Service Improvement Programme presentation during the year.

Team examples

Hillcroft Learning Disability Service

Staff wanted to review how they were using Health Action Plans with people who use services so they used Standard 1 help them. Following a review of their performance against each indicator they agreed a method for ensuring that each person had their own personal copy of their Health Action Plan. Additionally the plan was made more suitable and easy to read following this work.

The team then discussed with people who use services how they could show that they have involved them in decision making and some people have started to sign their documentation in their person centred plans.

Older Adults Inpatient Services

The Older Adults management team were keen to get feedback from people who use services about their experiences on the ward and what improvements could be made.

They referred to the Standards and recognised that Standard 5 was relevant to involving people in the evaluation of services. Since undertaking an assessment using Component B to review their practice for seeking feedback, as people start to recover they are now approached by their key worker who asks about their experience on the ward and whether anything could have been done differently. This information is captured by the key worker and shared at the staff meeting to make positive changes within each unit.

Assessment and Treatment for People with Learning Disabilities

The team manager wanted to ensure people who use services were involved with recruiting clinical staff to the services.

She reviewed current practice against Standard 6 and subsequently now offers opportunities for people who use services to be involved in the selection of new staff. A few people take part in the interview process with suitable support. Prior to the interview people spend time with staff of their choice to prepare questions they would like to ask and the staff member helps them get ready for the interview.

Standards for Involving People

Team / Service:

Date:

Assessors:

Standard		Low.....High					
1	People who use services and carers are actively involved in person-centred care	0	1	2	3	4	5
2	There is effective and appropriate communication and information sharing	0	1	2	3	4	5
3	People who use services and carers are involved in proposals for change	0	1	2	3	4	5
4	People who use services and carer involvement is promoted and supported at all levels in Trust business	0	1	2	3	4	5
5	People who use services and carers are involved in the monitoring and evaluation of services	0	1	2	3	4	5
6	There is supported involvement of people who use services and carers in the recruitment and selection of staff	0	1	2	3	4	5
7	There is monitoring and evaluation of people who use services and carer involvement	0	1	2	3	4	5

Development opportunities

Actions

	What?	When?	Who?
1			
2			
3			
4			
5			
6			
7			

Resource / support requirements

STANDARD 1

People who use services and carers are actively involved in person-centred care

Component	Score	Comment
A) People who use services and carers are given full information about all relevant services and processes.		
B) All assessments focus on the whole person, including preferences, circumstances, strengths, needs and physical health and consider the needs of the whole family.		
C) People who use services and carers are actively involved in developing and reviewing their own care plan, or a joint care plan.		
D) People who use services and carers are involved in evaluating the whole care planning process.		

Overall score for Standard 0 1 2 3 4 5

Action/Opportunity	When?	Who?

STANDARD 1

People who use services and carers are actively involved in person-centred care

<p>A) People who use services and carers are given full information about all relevant services and processes.</p> <p>Indicators:</p> <p>1: We provide clear and up to date information about such things as:</p> <ul style="list-style-type: none">- the 'systems' that the Trust works to (e.g. the Care Programme Approach);- what people's rights are;- how needs assessments for people who use services and carers are carried out;- the full range of care and support options;- the support that is available to help people be fully involved in care planning and review. <p>2: People who use services, carers and relevant others have the above information explained to them in a clear and accessible way that is appropriate to their individual needs.</p> <p>3: All services publish clear information about what they (or partner agencies) provide, who can use the services and how to access them. This information is on display in all relevant Trust and community settings.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 1

People who use services and carers are actively involved in person-centred care

<p>B) All assessments focus on the whole person, including preferences, circumstances, strengths, needs and physical health and consider the needs of the whole family.</p> <p>Indicators:</p> <p>1: Assessments for people using services are carried out with the active involvement and agreement of the person using services and any carer, independent advocate or any other person requested where they choose and take a whole family approach.</p> <p>2: Carers receive their own assessment, in which they are fully involved, to establish their need for support, sustainability of caring role, and their ability and willingness to continue caring.</p> <p>3: Assessments take fully into account the outcomes the person using services and carer wishes to achieve in daily life, their needs and aspirations, and what is important to them and how these can be supported.</p> <p>4: Assessments and recommendations take fully into account the needs of the whole family, any protected characteristics of the individual and any physical health concerns.</p> <p>5: Care pathways recommended in assessments are based on a whole picture of the individual rather than a 'diagnostic label'.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 1

People who use services and carers are actively involved in person-centred care

<p>C) People who use services and carers are actively involved in developing and reviewing their own care plan, or a joint care plan.</p> <p>Indicators:</p> <p>1: Care plans for people who use services are drawn up with the active involvement and agreement of the individual (either alone or with a carer, family or friends or an independent advocate).</p> <p>2: Carers have their own needs identified in either a separate or joint care plan with the person using the services, depending on their preference.</p> <p>3: Carers' plans are drawn up and reviewed with their full involvement and agreement and describe how the outcomes the carer wishes to achieve are to be met and the support to be provided.</p> <p>4: Care plans for people who use services and carers reflect the needs, wishes and outcomes they wish to achieve in daily life and consider the needs of the whole family.</p> <p>5: Any review of a care plan fully involves the person using services and a carer, family or friends or an independent advocate to the extent that they choose.</p> <p>6: Factual and accurate records are kept and are made available in accordance with legislation and regulations. This includes people who use services and carers being given a copy of their care plan.</p> <p>7: Correspondence about an individual is copied to the individual or authorised other, in accordance with legislation and regulations.</p> <p><i>(Please refer to Access to Medical Notes legislation and DH and Trust requirements for letters between consultants and GPs to be copied to the person concerned)</i></p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 1

People who use services and carers are actively involved in person-centred care

<p>D) People who use services and carers are involved in evaluating the whole care planning process.</p> <p>Indicators:</p> <p>1: There are mechanisms in place to audit the percentage of people who use services and carers who have agreed to relevant care plans and the extent to which they have felt involved in the process.</p> <p>2: All people who use services and carers have the opportunity to say how their involvement in care planning and review processes could have been improved.</p> <p><i>(Please refer to the Trust's CPA Policy and Procedure)</i></p>	<p>Tick or Score</p>
<p>Action Points/Comments:</p>	

STANDARD 2

There is effective and appropriate communication and information sharing

Component	Score	Comment
A) Information about the Trust, its services and the role of partner organisations is readily available and accessible.		
B) The Trust communicates with and responds to people who use services and carers in respectful and appropriate ways.		
C) All information and communication takes into account the access needs of each recipient considering any impairment, disability, language or other diversity issue.		

Overall score for Standard 0 1 2 3 4 5

Action/Opportunity	When?	Who?

STANDARD 2

There is effective and appropriate communication and information sharing

<p>A) Information about the Trust, its services and the role of partner organisations is readily available and accessible.</p>	Tick or Score
<p>Indicators:</p> <p>1: When people are referred to the Trust they are offered information about the Trust, its services, and the services provided by partnership agencies and organisations which is available in a range of accessible formats.</p> <p>2: A leaflet giving general information about the Trust is available throughout the community.</p> <p>3: Leaflets about specific services and activities are displayed and available in all Trust settings.</p> <p>4: ‘Partnership People’, the Trust newsletter, is available in all care settings and is passed on to people who use services and carers.</p> <p>5: There is a mechanism that enables people to indicate what information they want to receive and how.</p> <p>6: Printed copies of documents are sent to people who use services and carers, unless they have chosen to receive electronic copies.</p>	
<p>Action Points/Comments:</p>	

STANDARD 2

There is effective and appropriate communication and information sharing

<p>B) The Trust communicates with and responds to people who use services and carers in respectful and appropriate ways.</p>	Tick or Score
<p>Indicators:</p> <p>1: Written information from the Trust is in an accessible format or available in an accessible format.</p> <p>2: All communication follows Plain English guidelines and avoids the use of jargon.</p> <p>3: Enquiries and other communications from people who use services and carers to Trust staff are responded to promptly and are in a format and means appropriate to the individual's needs.</p> <p>4: Courtesies are rigorously applied - for example, thanking people for their input.</p>	
<p>Action Points/Comments:</p>	

STANDARD 2

There is effective and appropriate communication and information sharing

<p>C) All information and communication takes into account the access needs of each recipient considering any impairment, disability, language or other diversity issue.</p>	Tick or Score
<p>Indicators:</p> <p>1: People who use services and carers are asked about their preferred format for information and preferred means of communication (options include paper, email, SMS text, easy read, large print, braille, other languages etc).</p>	
<p>Action Points/Comments:</p>	

STANDARD 3

People who use services and carers are involved in proposals for change

Component	Score	Comment
A) Services make timely information available about change proposals.		
B) All proposed changes are carried out in ways that enable as many people as possible to be engaged and involved.		
C) The Trust or service publishes all contributions to change proposals and its response to these in a range of accessible formats.		
D) There is monitoring and evaluation of people who use services and carer involvement in change programmes.		

Overall score for Standard 0 1 2 3 4 5

Action/Opportunity	When?	Who?

STANDARD 3

People who use services and carers are involved in proposals for change

<p>A) Services make timely information available about change proposals.</p> <p>Indicators:</p> <p>1: There is a published list of all Trust change proposals. This list gives the 'status' of each change:</p> <ul style="list-style-type: none">- when it will be/was signed off by the Board;- the different stages the change will go through to completion;- expected completion date;- who the lead officer is. <p>2: Every proposed change has a summary in a standard format that explains what the purpose and expected benefits are.</p>	<p>Tick or Score</p>
<p>Action Points/Comments:</p>	

STANDARD 3

People who use services and carers are involved in proposals for change

<p>B) All proposed changes are carried out in ways that enable as many people as possible to be engaged and involved.</p>	Tick or Score
<p>Indicators:</p> <p>1: All people who will be directly affected by proposals for significant change receive communication that explains the change and how to get involved at an early stage.</p> <p>2: Information is provided monthly that lists current or forthcoming changes along with an explanation and details of who to contact and how.</p> <p>3: Services actively encourage and support people who use services and carers to become engaged and involved in change proposals in a variety of ways that best suit the person.</p> <p>For example:</p> <ul style="list-style-type: none">- multiple copies of consultation documents are routinely sent to all teams for dissemination to people who use services and carers;- team leaders ensure that 'front line' staff support people to engage with change proposals;- involvement is made possible through a variety of means such as via email or telephone conferences. <p>4: Any policy or proposal for change that goes out for consultation includes the following:</p> <ul style="list-style-type: none">- a summary of the proposed policy or change, who might be affected and how;- the reasons for the policy or change;- an explanation of what people are being asked to comment on;- how they can make comment;- how they can be supported to comment;- a copy of any current policy or service documentation that the Trust is working from. <p>5: All formal consultations last for a minimum of 8 weeks from the time that the information is circulated.</p>	

STANDARD 3

People who use services and carers are involved in proposals for change

<p>6: In the case of major changes, the Trust sets up and facilitates open meetings and enables people to get involved through other means eg Skype, or telephone conferencing.</p> <p>7: Views stated by people at open meetings are recorded by a member of Trust staff, verified by those present and are fed back to the person in charge of the change proposal.</p>	
<p>Action Points/Comments:</p>	

<p>C) The Trust or service publishes all contributions to change proposals and its response to these in a range of accessible formats.</p> <p>Indicators:</p> <p>1: Responses to each change proposal are published and are set out in an easy to understand way. It is stated whether the response came from a person using services, carer, member of staff, or others, without the individual being named.</p> <p>2: The Trust publishes its responses to the contributions received.</p> <p>3: The above actions are carried out before final decisions are made.</p> <p>4: The final decision is communicated to everyone who contributed.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 3

People who use services and carers are involved in proposals for change

<p>D) There is monitoring and evaluation of people who use services and carer involvement in change programmes.</p> <p>Indicators:</p> <p>1: A central record is kept and published of people who use services and carer 'involvement' in each formal consultation. This includes:</p> <ul style="list-style-type: none">- the steps taken to involve as many people who use services and carers as possible;- the number of people who use services and carer responses which is also expressed as a percentage of total responses. <p>2: There are systems in place to evaluate how well people who use services and carers feel they have been involved in change programmes.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 4

People who use services and carer involvement is promoted and supported at all levels in Trust business

Component	Score	Comment
A) People who use services and carers who are or who wish to get involved are given the information they need to be involved.		
B) There is training for people who use services and carer involvement.		
C) All staff actively promote people who use services and carer involvement.		
D) There is support for people who use services and carers who get involved.		
E) All Trust strategic working groups involve people who use services and carers.		
F) The expertise of people who use services and carers is acknowledged and valued.		
G) The Trust ensures that all clinical contracts or service level agreements (SLAs) with external agencies or other contractors adopt the Trust's standards for involving people.		

Overall score for Standard 0 1 2 3 4 5

Action/Opportunity	When?	Who?

STANDARD 4

People who use services and carer involvement is promoted and supported at all levels in Trust business

<p>A) People who use services and carers who are or who wish to get involved are given the information they need to be involved.</p> <p>Indicators:</p> <p>1: An induction pack containing general information about the Trust's structures and services is provided to all those who wish to be involved.</p> <p>2: All opportunities for involvement (e.g. membership of the Foundation Trust, groups, consultations, conferences, staff recruitment) are published at least monthly.</p> <p>3: People who use services and carers joining key groups are given relevant information e.g. legislation (Acts), policies, guidance, structures, and are told how they can access further information.</p> <p>4: The Trust publishes a summary of any relevant new legislation or guidance and these summaries are provided to members of relevant groups.</p> <p>5: All meeting notes are written in a way that can be easily understood and are published.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 4

People who use services and carer involvement is promoted and supported at all levels in Trust business

<p>B) There is training for people who use services and carer involvement.</p> <p>Indicators:</p> <p>1: The Trust provides training programmes for people who use services and carers who want to learn more about getting involved.</p> <p>2: These training programmes cover such things as:</p> <ul style="list-style-type: none">- different aspects of involvement;- the benefits of getting involved;- what support is provided to people who get involved;- general information about the way the Trust works;- how the Trust promotes effective involvement (including the Standards Framework);- how meetings are usually run;- how staff selection happens. <p>3: The Trust also facilitates access to other training opportunities to develop the skills necessary for involvement.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 4

People who use services and carer involvement is promoted and supported at all levels in Trust business

<p>C) All staff actively promote people who use services and carer involvement.</p> <p>Indicators:</p>	Tick or Score
<p>1: All staff induction covers people who use services and carer involvement.</p> <p>2: All job specifications state expectations in respect of people who use services and carer involvement.</p> <p>3: People who use services and carer involvement is discussed with all staff in supervision and appraisal sessions.</p> <p>4: Directorates, divisions, services and teams use the Standards Framework to self-review how well they involve people who use services and carers.</p> <p>5: Involvement is an integral part of care planning. Key workers discuss and support involvement with people.</p> <p>6: Information relating to involvement opportunities is clearly displayed on notice boards in all Trust community settings and in settings run by partnership organisations.</p>	
<p>Action Points/Comments:</p>	

STANDARD 4

People who use services and carer involvement is promoted and supported at all levels in Trust business

	Tick or Score
<p>D) There is support for people who use services and carers who get involved.</p> <p>Indicators:</p> <p>1: On becoming involved in any Trust groups, people who use services and carers are asked about their support needs and preferences in relation to things such as:</p> <ul style="list-style-type: none">- understanding information;- how they get documents (in the post, by email or both);- what sort of information and documents they want to receive;- suitable dates and times of meetings;- getting to meetings;- being able to have a proper say in meetings;- alternative ways of getting involved such as Skype and telephone conferencing;- how they want to be contacted and by whom;- any additional support needs, e.g. in relation to any disability <p>2: In all cases of involvement there is a named member of staff who has responsibility for ensuring that all support needs are met.</p> <p>3: Front-line staff support people who are involved or want to get involved through such things as:</p> <ul style="list-style-type: none">- passing on information;- helping people to read and understand documents;- helping people to prepare for any involvement activity. <p>4: People who use services and carers who are significantly involved in Trust matters (e.g. being members of a number of groups) are offered a form of mentoring or supervision.</p>	
<p>Action Points/Comments:</p>	

STANDARD 4

People who use services and carer involvement is promoted and supported at all levels in Trust business

<p>E) All Trust strategic working groups involve people who use services and carers.</p> <p>Indicators:</p> <p>1: Every strategic working group has at least two people who use services and two carers as standing members.</p> <p>2: All other groups that decide things that will directly affect people who use services and carers (e.g. steering groups) have at least one person using services and carer member. The number involved reflects the size of the group.</p> <p>3: People who use services and carers contribute to the development of new policies and service change programmes.</p> <p>4: People who use services and carers are routinely involved in any audit or evaluation of services.</p> <p>5: People who use services and carers are involved in any innovation and research and development projects.</p> <p>6: Information for working groups is provided 10 days prior to meetings to allow people who use services and carers sufficient time to prepare.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 4

People who use services and carer involvement is promoted and supported at all levels in Trust business

<p>F) The expertise of people who use services and carers is acknowledged and valued.</p> <p>Indicators:</p> <p>1: People who use services and carers who contribute to Trust activity are fully and promptly reimbursed for all 'out of pocket' expenses including alternative care cover required by carers.</p> <p>2: Payment with time and input is offered and made in accordance with Trust Policies (e.g. Volunteering, Involvement and Work Experience Policy).</p> <p>3: The work of people who use services and carers is recognised and they are thanked for their contributions.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 4

People who use services and carer involvement is promoted and supported at all levels in Trust business

<p>G) The Trust ensures that all clinical contracts or service level agreements (SLAs) with external agencies or other contractors adopt the Trust's standards for involving people.</p> <p>Indicators:</p> <p>1: The Trust is proactive in sharing and promoting its Standards for Involving People with all partner agencies and organisations.</p> <p>2: All monitoring of SLAs and contracts includes a scrutiny of people who use services and carer involvement in the related activities.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 5

People who use services and carers are involved in the monitoring and evaluation of services

Component	Score	Comment
A) People who use services and carers are represented in all groups and activities concerned with monitoring and evaluation of services.		
B) People who use services and carers have regular and routine opportunities to comment on services and are given feedback.		

Overall score for Standard 0 1 2 3 4 5

Action/Opportunity	When?	Who?

STANDARD 5

People who use services and carers are involved in the monitoring and evaluation of services

<p>A) People who use services and carers are represented in all groups and activities concerned with the monitoring and evaluation of services.</p> <p>Indicators:</p> <p>1: The Trust and teams have monitoring and evaluation activity that involves people who use services and carers.</p> <p>2: Plans for evaluating services and teams are published. People who use services and carers are invited to comment and their comments are published.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 5

People who use services and carers are involved in the monitoring and evaluation of services

<p>B) People who use services and carers have regular and routine opportunities to comment on services and are given feedback.</p>	Tick or Score
<p>Indicators:</p> <p>1: All care planning and review processes focus on whether the person using services, carer or independent advocate is satisfied with decisions made and services offered or provided. These views and Trust responses are recorded and shared with the person, carer or independent advocate.</p> <p>2: All services and teams actively seek regular feedback from people who use services and carers through Your Views Matter and other satisfaction questionnaires. A collation of comments and the service or team response is published.</p> <p>3: All services and teams have a monitoring group involving people who use services and carers. The group meets at least once a year to review comments about the service or team and make recommendations for action. Recommendations and Trust responses are published.</p> <p>4: Responses to any external audit (e.g. the National Patient Survey and external inspection reports) are published.</p>	
<p>Action Points/Comments:</p>	

STANDARD 6

There is supported involvement of people who use services and carers in the recruitment and selection of staff

Component	Score	Comment
A) People who use services and carers are informed about and involved in decisions about posts in the Trust.		
B) People who use services and carers are involved in the recruitment of staff.		
C) People who use services and carers are supported in their involvement in staff recruitment.		
D) People who use services and carers' views inform recruitment decisions.		
E) The 'process' of recruitment is monitored, reviewed and evaluated.		

Overall score for Standard 0 1 2 3 4 5

Action/Opportunity	When?	Who?

STANDARD 6

There is supported involvement of people who use services and carers in the recruitment and selection of staff

<p>A) People who use services and carers are informed about and involved in decisions about posts in the Trust.</p> <p>Indicators:</p> <p>1: The Trust Staff Recruitment and Retention policy is given to those involved in recruitment.</p> <p>2: Managers and Directors seek the views of people who use services and carers when drawing up and reviewing job descriptions particularly in relation to how the role makes a difference to people who use services and carers.</p>	<p>Tick or Score</p>
<p>Action Points/Comments:</p>	

<p>B) People who use services and carers are involved in the recruitment of staff.</p> <p>Indicators:</p> <p>1: People who use services and carers who will be on the panel are involved in shortlisting.</p> <p>2: There is at least one person using services or one carer on the interview panel or involved in selection assessments. The number involved reflects the size of the panel and the nature of the role.</p> <p>3: For senior posts, people who use services and carers form an active part of the selection process.</p>	<p>Tick or Score</p>
<p>Action Points/Comments:</p>	

STANDARD 6

There is supported involvement of people who use services and carers in the recruitment and selection of staff

<p>C) People who use services and carers are supported in their involvement in staff recruitment.</p>	<p>Tick or Score</p>
<p>Indicators:</p> <p>1: The Trust has one named person who has overall responsibility for recruiting and training a pool of volunteers who are people who use services and carers to participate in recruitment. This includes:</p> <ul style="list-style-type: none"> - maintaining a register of people interested in taking part in recruitment activity, their training and any support requirements they have; - liaising with the recruiting manager to invite trained volunteers to participate in the selection process. <p>2: Specific training is provided for people who use services and carers who want to be involved in staff selection including:</p> <ul style="list-style-type: none"> - understanding the interview process and their role within this; - reading and understanding the applications; - preparing and asking questions about things that are important to them; - understanding how the scores are formulated and validated by an occupational psychologist for senior appointments. <p>3: People who use services and carers who agree to be involved in the interview for a particular post are automatically offered support by the recruiting manager beforehand with such things as:</p> <ul style="list-style-type: none"> - understanding the nature of the post; - understanding the qualifications, experience and knowledge that the post requires. <p>4: The Chair of the interview panel ensures that appropriate information is given, including:</p> <ol style="list-style-type: none"> a) confirmation of the date, time and location of the interview with a map; b) any changes of arrangements for the interview; c) information about where they need to go when they arrive for the interview and who will meet them; d) who the other people on the panel or reference group are. 	

<p>5: The Chair ensures that any support needs are met. For example:</p> <ul style="list-style-type: none"> - transport is provided for those who cannot travel independently or who would find it difficult to do so; - people requiring personal support for their involvement on the main panel or a reference group are provided with this support; - support and accommodations relating to any disability, language, or other diversity issues; - remuneration for all out of pocket expenses is available on the day of the interview including alternative care cover for carers. 	
<p>Action Points/Comments:</p>	

<p>D) People who use services and carers' views inform recruitment decisions.</p> <p>Indicators:</p> <p>1: The views of people who use services and carers are considered in the final appointment discussions along with other assessment scores and any concerns raised in relation to the decision taken are documented by the Chair.</p> <p>2: People who use services and carers involved in any aspect of the recruitment process are informed of the outcome promptly.</p>	<p>Tick or Score</p>
<p>Action Points/Comments:</p>	

STANDARD 6

There is supported involvement of people who use services and carers in the recruitment and selection of staff

<p>E) The 'process' of recruitment is monitored, reviewed and evaluated.</p> <p>Indicators:</p> <p>1: The person with overall responsibility for people who use services and carer involvement in recruitment:</p> <ul style="list-style-type: none">a) holds an annual event to gain views of the recruitment process and provides refresher training to people who use services and carers;b) requests that each Chair provides a questionnaire for those involved after each interview to ask whether they felt the standard was met;c) evaluates the contribution of people who use services and carers in recruitment using the Standards for Involvement from the questionnaires and any other feedback received;d) publishes an annual report.	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 7

There is monitoring and evaluation of people who use services and carer involvement

Component	Score	Comment
A) All services and teams self-review how they involve people who use services and carers and report on how they have promoted involvement and these reports are published.		
B) There is governance of people who use services and carer involvement.		

Overall score for Standard 0 1 2 3 4 5

Action/Opportunity	When?	Who?

STANDARD 7

There is monitoring and evaluation of people who use services and carer involvement

<p>A) All services and teams self-review how they involve people who use services and carers and report on how they have promoted involvement and these reports are published.</p> <p>Indicators:</p> <p>1: As part of the Quality Improvement Programme all teams conduct an annual self-review of how they involve people who use services and carers.</p> <p>2: All teams include details of their self-review and how they have promoted involvement in their service as part of their Service Improvement Programme presentations.</p> <p>3: The Trust publishes details of self-reviews and involvement promotion by teams in the Synergy newsletter which is made publicly available.</p>	Tick or Score
<p>Action Points/Comments:</p>	

STANDARD 7

There is monitoring and evaluation of people who use services and carer involvement

<p>B) There is governance of people who use services and carer involvement.</p> <p>Indicators:</p> <p>1: The Trust commissions an annual review of involvement drawing on:</p> <ul style="list-style-type: none">a) Information available from the Periodic Service Review;b) Information available on involvement in interview panels;c) The experience of people who use services and carers who have been involved with the Trust including FoCUS. <p>2: The annual review is presented and discussed at the Trust's FoCUS Committee and Executive Board meeting.</p> <p>3: The annual review is made publicly available eg Council of Governors meetings or other suitable means.</p>	<p>Tick or Score</p>
<p>Action Points/Comments:</p>	