

Islington Adult Social Services

Standards for User and Carer Involvement



ISLINGTON

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Involving and consulting people can mean different things to different people and can be done in different ways. Doing things in different ways is fine – as long as all involvement is using the same standards.

The following standards have been put together based on the knowledge, skills and experience we have developed through working with service users and carers.

The standards cover the things we need to enable all professionals, service users, carers and third party organisations to develop good practice in partnership working.

When working with service users and carers it is important to work to these standards wherever possible. Over time, they will help ensure all involvement and consultation is the best it can be.

The 5 Standards for Involvement:

1. Make sure decisions and services are developed in partnership with the people who use them
 2. Ask people about the different ways they want to get involved. We will let them know how their involvement has influenced decisions
 3. Work with community and voluntary groups and other local groups to involve local people
 4. Always think about how we can reach people who are not part of groups or who do not usually get involved
 5. Find ways to show how much we appreciate the time and effort local people give in getting involved
- You can find out more detail on these standards on the following pages.

Standard 1

Make sure decisions and services are developed in partnership with the people who use them

Working in line with Government policy and good practice guidance we will:

1. Talk to people about ideas or changes from start to finish. Sometimes discussions will be informal, other times formal. We will be clear whether we are just getting ideas or formally consulting.
2. Check with other departments and organisations to make sure our ideas and plans do not copy or clash with other involvement and consultation work that has been done already.
3. Develop clear, accessible plans with local people that say who we are involving, how, and why.
4. Be clear about what can be changed and what cannot, and why. We will be open and transparent about the scope of our involvement and consultation.
5. Say what is expected of those who get involved. We will say if people need to have certain knowledge or skills and how much time it will take. We will provide support and training to help people.
6. Share our plans with as many people as we can, with the resources we have. This will include working with the voluntary sector, putting information on our websites, in newsletters and the press, and in other places, e.g. libraries, GPs, pharmacies, community centres.
7. Follow the government's guidelines about written consultations. These say that where possible, 12 weeks should be allowed to give people time to think and reply. When 12 weeks isn't possible we will explain why and give as much time as we can.

Standard 2

Ask people about the different ways they want to get involved. We will let them know how their involvement has influenced decisions

We will:

1. Ask local people and groups about the best ways to involve them. We will include these in our plans.
2. Provide information about our involvement and consultation that is clear and easy to understand. We will avoid using jargon, and where this is used provide a glossary to explain it. We will check our information with local people or voluntary organisations for readability.
3. Provide clear instructions on our documents on how to ask for copies in other formats such as large print, easy-read, audio, or other languages. We will provide these other formats on request. Where a consultation is with a group of people who have specific needs we will produce the document in the best format at the start, according to their guidance.



4. When we record views we won't say who said what, but where people do give us their names and address we will let them know what has happened as a result of their involvement.
5. Provide at the end of every involvement or consultation an explanation of our involvement or consultation work. This will include how many people got involved, what they said, what we were able to act on or not and the reasons for those decisions. We will also review the effectiveness of the process of consultation or involvement, in order to make future improvements.

Standard 3

Work with community and voluntary groups and other local groups to involve local people

We will:

1. Make contact with the relevant community, voluntary and other groups at the beginning to share and develop ideas for involvement and consultation. This could be a user committee, a carers group, a health forum or a day centre.
2. Get advice to ensure that our plans mean that everyone can get involved if they would like. This will mean making sure that the timing, type or location of our involvement or consultation doesn't stop people from getting involved.
3. Go out to local people where they meet in their community as much as possible. We will also work with local groups to help invite people to special events that we organise.

4. Get the right help to involve people. Involving certain groups and communities can require very special skills. Involving some groups may need a special approach using the right words and methods and means. Where we don't have those skills we will get help from local groups.
5. Make sure our staff know and are trained in how to involve people respectfully and effectively.



Standard 4

Always think about how we can reach people who are not part of groups or who do not usually get involved

We will:

1. Include in our plans lists of communities or groups who don't usually get involved but who we want to include in our involvement.
2. Contact voluntary and community organisations to get advice about these communities and groups and how best to involve them.
3. Be as flexible as possible to help people get involved. This might mean producing information in special formats from the outset.
4. Fit our involvement to the needs of the groups or community we are working with, and make sure we are sensitive to the concerns and needs of those people we would want to involve.



Standard 5

Find ways to show how much we appreciate the time and effort local people give in getting involved

We will:

1. Make sure that it is as convenient as possible for people to get involved. This means we will:
 - give plenty of notice of events
 - hold events in venues that are convenient, accessible and pleasant
 - provide clear written information well in advance
 - provide interpreters, loop systems and other support on request
 - provide refreshments
2. Respect the time and effort that people who get involved put in. We will always thank people for their input.
3. Provide training, information and support so anyone who gets involved has all the information they need to do a good job.
4. Reward people appropriately in line with our policy. This could be payment for time, expenses, or supporting the development of transferable skills.
5. Ask people to tell us what went well and what could be improved at the end of every involvement and consultation.
6. Provide feedback on what has happened as a result. This should include a summary of people's views, recommendations, how the results will be taken forward to influence policy, service delivery or the decision making process. We will use the most appropriate channels for the audience.



Contact details

For more information please contact the User and Carer Initiatives Team, by telephone on **020 7527 8157** or **020 7527 8153**, or by email at **ssconsultation@islington.gov.uk**



To request this leaflet in large print, Braille, audiotape or disk format please call 020 7527 8157 / 8153. To request this leaflet in another language call 020 7527 8157 / 8153.