SERVICE USER INVOLVEMENT

The culture at Phoenix House is that, wherever possible, we try to get service user to have a say in how the service is delivered. By doing so, our aim is to ensure that the service we provide is responsive to the needs of all our service users and potential service users. We therefore work closely with service users to ensure that the support service and accommodation which we provide is responsive and adapts to the changing needs of our service users. We seek to ensure that our service users are given the opportunity to have their say and to help shape the way in which the organization functions and develops. In an attempt to achieve the best possible service user involvement, we are committed to:

- Having regular monthly service users' meeting (more often if required). This gives service users the opportunity to feedback to the management and staff information about the support and accommodation services which they are receiving.
- We will also seek service users' feedback by way of the Feedback forms which we ask all service users to complete twice yearly and also upon leaving the service. We analyse the information collected from these forms and use it to shape the service to better meet the needs our existing and potential service users.
- We will keep service users informed about the services which we provide. We will also inform service users about any changes which we have made or are considering to the service provision. If possible, before any changes are made to the service, we will consult with the service users to get their input into the proposed changes and how best to implement any changes.
- We will be open and honest with our service users about the areas where they can and cannot realistically help to shape and change the way in which the organization operates.
- We will continually look at new and varying ways in which the service users can express their views about the service which we provide.

You have a right to see our *'Quality Assessment Framework'* which shows how we are checked to make sure we are doing things properly. You can get this from your support worker or from the service manager.