

Northmoor Community Association



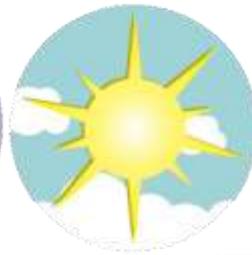
Advancing Skills
and Learning



Relieving Poverty



Promoting Health
and Wellbeing



Quality of Life

USER LED POLICY

1.0 INTRODUCTION

In line with our Equal Opportunities Policy, Northmoor Community Association (NCA) is committed to identifying and eliminating all forms of discrimination, providing equal opportunities to all and promoting diversity throughout our organisation. All people that come into contact with our organisation can expect to be treated fairly, with respect, dignity and understanding.

NCA is a user led organisation that was developed in response to peoples' needs. NCA recognises and values the experience and knowledge that users bring to the organisation, and aims to continue to involve them in decision making at every level, through consultation and representation. NCA is committed to providing needs-led, strategically planned quality services.

2.0 DEFINITION

For the purpose of this policy:

'Users' are people who use or benefit from NCA activities and services. Made up as follows:

- Individual service users or individual members of any project managed or facilitated by NCA.
- Individuals who participate in consultation activities.
- Any person who has an interest in our services /organisation.
- Trustees and other volunteers.

'Partners' are organisations who use or benefit from NCA services and activities. Made up as follows:

- Associate or organisational members of any project or service managed or facilitated by NCA.
- Organisations we work with as part of a project
- Commissioning bodies
- Strategic organisations/groups.

Being **'user led'** means including users and partners in decision making processes and working together to implement change and ongoing service delivery.

3.0 PURPOSE

The aim of this policy is to:

- Set out how NCA will involve users in effective, ongoing and informed joint working
- Ensure user involvement is central to the organisations activity, service delivery and monitoring
- To ensure user engagement is meaningful.

4.0 USER VERSUS COMMISSIONING AND CONTRACTS

NCA has a commitment to our User Led policy but acknowledgement has to be given to the restraints of contracted and commissioned work. Although the types of work undertaken by NCA will initially be driven by our user led approach, once engaged with a commissioner, NCA must adhere to its contractual obligations relating to that piece of work. In addition the work undertaken has to be linked to that for which funding can be obtained.

5.0 SERVICE DELIVERY

NCA will ensure that, in all service delivery planning, the organisation's plans, aims and proposed outcomes will be based on the needs of users and partners. This will be done through:

- Keeping users and partners informed of consultation opportunities, events, forums and meetings.
- The opportunity to share views being included in Newsletters and on the website.
- Users and partners being invited to evaluate all projects and services delivered by NCA at least annually. The results of these evaluations will be considered by the management team and the Board of Trustees when preparing business plans and work plans.
- Research, findings from consultations, individual and group feedback being fed into and taken account of by the Board of Trustees when preparing business plans and work plans.

6.0 ACCESS

NCA will endeavour to ensure that all services and facilities are fully accessible to all users and partners. Any event organised by NCA will be held at the Centre which is an accessible venue. Where NCA has been invited to attend or be part of an event that is organised by another agency we will encourage the use of an accessible venue and the provision of support to enable participation.

7.0 REPORTING

NCA is committed to keeping users and partners informed of our user led approach through:

- The production of an annual review distributed to all users and partners.
- The maintenance of the NCA website. This will contain a copy of:
 - NCA Business Plan
 - Our User Led policy

8.0 RESPONSIBILITIES

All staff and Trustees have a responsibility to adhere to this policy and promote a user led approach through:

- This policy informing the decision making of Trustees and the Centre Manager when developing the organisation and its projects and services.
- This policy being part of the induction process for all new staff.
- This policy being considered when developing and introducing any policy or procedure in the organisation.

9.0 DEVELOPMENT

NCA will continually look to develop new ways of integrating its user led approach throughout the organisation.

10 LINKED POLICIES

- Equal Opportunities & Diversity Policy

11.0 REVIEWED AND POLICY REVISIONS

This policy will be reviewed and amended every three years or as necessary, to reflect best practice and/or changes in legislation. All staff or volunteers should pass suggestions or recommendations for the revision of any aspect of the policy through normal channels to the Centre Manager or Chairperson of the Board of Trustees.

Policy Ref: GP 26	Approved: 11/04/2017
Last Revision: 09/04/2017	Next Review: April 2020
Signature:	(Chairperson of NCA Board)