



# CHUMS

**Mental Health and  
Emotional Wellbeing  
Service for Children  
and Young People**

Service User Care and Involvement Policy

Implementation Date: May 2014

Reviewed: August 2022

Review Date: August 2025

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## **Introduction**

CHUMS vision and values are based in the united belief that all children, young people and their families deserve the best support we can provide (Appendix A).

CHUMS commits to working to empower service users to play a full part in all areas of its work and believes that Service User involvement should be more than consultation. It should empower Service Users to take a central role in designing, developing and delivering services and to take ownership and responsibility for services, in line with the principles of CYP-IAPT.

CHUMS is committed to placing Service Users at the centre of all its activities, for example in the recruitment of new staff and in the development of service information/literature. Service Users will also be supported to become volunteers and/or staff members where appropriate.

## **Participation**

It is important to CHUMS that service users and their families are able to participate in the support they are offered in a variety of ways.

As part of Children and Young Peoples Improving Access to Psychological Therapies (CYP IAPT) CHUMS is dedicated to transforming services based on feedback from service users.

All children and young people are asked to participate in choosing their end goal for all interventions as outlined by CYP IAPT.

Children and young people from CHUMS are able to join 'Connect' a service user participation group, hosted by a Service User Participation Officer. Service User Participation Group members become CHUMS Ambassadors when they join the group. The group meets regularly to discuss CHUMS services as well as promote information on mental health to other children and young people. The group is activity based and helps those participating develop confidence and self-worth. The group review leaflets and literature from a service user perspective; make short films, attend conferences on behalf of CHUMS etc.

CHUMS believes that all Service Users should have the opportunity:

- To inform and influence CHUMS service development, ie planning, delivery, monitoring, evaluation, training and recruitment of staff. Service User Participation Group members should be given sufficient notice (potentially at least 14 days or more) when asked to support service development.
- To make informed choices about the support they receive.
- To be informed about their services and rights, including equal opportunities, complaints, health and safety etc.

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- To be listened to and supported by CHUMS trustees, staff and volunteers.

### **Service Development**

All new services will be developed in partnership with their potential users. No service will be approved for development without written evidence of Service User consultation.

### **Governance**

The Governance Committee meets on a quarterly basis and the Service User Participation Officer is a member of this group, ensuring Service Users views are represented and subsequently fed up to the Board of Directors.

### **Annual General Meeting**

Service Users are encouraged to attend and participate in the Annual General Meeting.

### **Service User Feedback**

Service Users are asked to complete age appropriate CHI-ESQ forms at the end of an intervention. Parents/carers are also asked to complete a questionnaire. Comments from these forms are collated by a team of Assistant Psychologists and where appropriate fed back to the Service Development Group Meeting for further discussion as to whether the organisation needs to change or amend its practice.

CHUMS also encourages Service Users to participate in an annual service user feedback exercise, which captures comments from both young people and their parent/carers during one week of each year. Feedback from these is discussed at the Service Development Group where any changes or amendments to practice are discussed.

### **Safety**

The safety of all service users is at the forefront of service provision in a variety of ways:

- All staff (including sessional staff) and volunteers complete safeguarding children training during induction at an appropriate level
- All staff and volunteers are recruited via safer recruitment processes including enhanced DBS, 2 references and an occupational health clearance

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- All workshops/events undertaken by CHUMS are risk assessed in accordance with the CHUMS Risk Policy and are compliant with the appropriate safeguarding ratio of children to staff
- Service users and their families are asked to evaluate all services accessed at the end of an intervention or event
- Children and young people sit on interview panels when recruiting clinical staff to ensure new staff relate well to children and young people

### **Complaints**

CHUMS has a comprehensive complaints policy should a service user or a member of their family wish to raise a complaint against CHUMS. All complaints are initially discussed with the relevant Service Manager and Head of Service who will then decide who should be involved in the complaints process. All complaints are acknowledged within 2 working days with a thorough investigation and response within 14 days. If a complainant remains unhappy the complaint is passed to the CEO and thereafter the Board.

CHUMS also have an Allegations of Abuse policy to be used should an allegation of abuse by a member of staff or Volunteer be made by a service user or a member of their family.

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**Appendix A**

**Visions & Values**



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**Governance Committee Authorisation**

Signature \*

Name Print:           Dee Hogman,

Position/Role:       Head of Quality and Interim Chair of Governance Committee

Date:                   October 2022

Date of Review:      October 2025

- Authorised signatory must be the chair (or deputising chair) of Governance Committee