

Walsall Service Users Empowerment

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Referral Process for Walsall SUE Groups Author Roger Merrick Date 4th May 2006 Draft

Purpose of Policy

To Establish a framework that is fair and easy to understand and operate, for providing and withdrawing if necessary a service-user led service to service users.

Walsall SUE provides a range of groups to support service users, and each group has its own frame of reference.

We must promote the health and safety of our volunteers, staff and other service users.

We must make effective use of our resources and so provide our services to people who most need and want to use them.

We will need an agreement between the service user and ourselves as service providers which will say:

1. People using our services must live in the Walsall Borough.
2. People using our services must have a disability or significant experience of using health and/ or social services, and be likely to benefit from social support from other service users.
3. There must be an expectation that a person using our service will benefit from, and be able to safely function in, an unsupervised, service user-led environment.
4. A person offered an opportunity to take part in our activities must make good use of that opportunity. We accept people are ill so attendance will not be 100%.
5. People using our services must show respect for others. This will mean in practice, that aggressive behaviour or language may lead to the service being withdrawn.
6. People using our services must follow our policies that apply to our office or our group (for instance, not discussing personal details of other users, and no smoking in the office).
7. If we feel we have to withdraw our service from a person, we will normally explain our reasons to the person; but we reserve the right to withdraw our service without giving a reason.