

Roles for service users to get involved in 2020:

Service users are at the heart of everything we do. Touchstone's values are based on co-production, inclusion, diversity, respect and recovery. However leadership and learning are also vital and we aim to ensure the people we work with inform our work, objectives and also to ensure that people are satisfied with the service they get and that we keep improving

<p>Board of trustees: every 2 months</p> <ul style="list-style-type: none"> • Attendance • Reading/reviewing committee papers • Contributing to meetings i.e. asking questions • Professional conduct and respecting view of others • Feeding back to New4U 	<p>Operations and Quality standards committee- Wednesday evenings from 4.30-6pm every 2 months</p> <ul style="list-style-type: none"> •Attendance •Reading/reviewing committee papers •Contributing to meetings i.e. asking questions •Professional conduct and respecting view of others •Feeding back to New4U
<p>Safeguarding The Touchstone Safeguarding Group started last year and this is a group made up of service users, staff and trustees and is a positive step in working in a coproduced way to discuss safeguarding and quality</p>	<p>Compliments and complaints;</p> <ul style="list-style-type: none"> • Receive training • Sit on the panel
<p>Recruitment:</p> <ul style="list-style-type: none"> • Be on a service user interview panel • Shortlist and interview 	<p>Training:</p> <ul style="list-style-type: none"> • Wider offer of training • Training delivery
<p>Coproduction Be part of the coproduction network</p>	<p>Quality Assurance Quality Assurance as an essential way of making continuous improvement.</p> <ul style="list-style-type: none"> • Service users can support the Diversity agenda and participate in groups and share ideas • Visit teams and assess how they are performing in terms of the co-production standards and

	service user involvement and engagement.
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