








# changes plus



## INVOLVEMENT CHARTER

The aim of this charter is to ensure that service users, carers and all involved are aware of standards expected of them, whilst undertaking involvement for Changes Plus.

Changes Plus actively encourages anyone one who is involved on their behalf to bring to the organisations attention any shortfalls they believe occur in the agreed standards set out within the charter below.

	WHAT WE WILL DO FOR YOU	WHAT YOU CAN DO FOR US
	We will share available opportunities of involvement within two weeks of receiving any request from internal and external stakeholders, and ensure that ample notice of dates and times is given.	Notify Changes Plus within 7 days of receiving notice (or as soon as possible when necessary), stating the extent of the involvement that you can commit to on that occasion.
	Changes Plus will provide all relative stakeholders with the appropriate pre-event materials (including necessary joining instructions)), allowing ample time for participation.  Alternative formats can be requested.	You should let Changes Plus know if you feel any pre-event material is missing, at least 3 days prior to any event. Let Changes Plus know if you require any communications sent to you in alternative formats i.e. large print, alternative language, easy read etc. <b>Contact must be with Changes Plus not the stakeholder</b>
	Changes Plus will agree travel rates and organise parking ( with assisted parking if applicable, in advance of the event.	You should notify Changes Plus of any changes to arrangements at least 2 days in advance of the event. Notice should also be given of any dietary requirements where appropriate. If you are unable to attend you must let <b>Changes Plus</b> know immediately so that your place can be offered to another member. <b>(The stakeholder organisation must not be contacted),</b>

	WHAT WE WILL DO FOR YOU	WHAT YOU CAN DO FOR US
	<p>Changes Plus will supply claim forms and details of payment rates. Payment will be made within one month of the claim being submitted. Payment will be made into your nominated bank account</p>	<p>You should contact the nominated member of Changes Plus with queries regarding payment for your involvement or to notify any changes to your personal details, e.g. address, phone number, email, bank details and emergency contact number.</p>
	<p>It is usual to provide refreshments at involvement events and Changes Plus will undertake to see that dietary requirements are met.</p>	<p>You should inform Changes Plus at the earliest possible time of any dietary requirements (at least 4 days before involvement)</p>
	<p>Any details that Changes Plus hold will be safely stored and not shared outside of Changes Plus. We will only share your email address and/or phone details with your written consent or as part of any joint or shared involvement opportunities</p> <p>UK General Data Protection Regulations (Data Protection Act 198</p>	<p>Changes Plus asks that you respect the privacy and confidentiality of all members and stakeholders whilst undertaking your involvement role on behalf of our organisation.</p>
	<p>Changes Plus will work with all stakeholders to ensure that there is a calm and stress free environment where service users and carers feel comfortable sharing their experiences</p>	<p>Changes Plus asks that you help us create a calm an stress free environment for all who are sharing their experiences.</p>
	<p>Changes Plus will provide a safe environment for all members and will work with all stakeholders to ensure that the same applies when service users and carers are sharing their experiences or representing the organisation.</p> <p>We will ensure psychological safety when and after sharing your experiences. A Pastoral Care Lead is in position and support is available if needed, during and after any involvement.</p> <p>Safeguarding is a priority and a nominated lead is available to contact.</p> <p>Changes Plus has a safeguarding policy which can be viewed on the website. (<a href="http://www.changesplus.co.uk">www.changesplus.co.uk</a>)</p>	<p>if you are concerned about the health, safety or welfare of yourself or others, please bring it to the Pastoral Care Lead.</p> <p>If the Pastoral Care Lead is not available contact the CEO of Changes Plus.</p>

	WHAT WE WILL DO FOR YOU	WHAT YOU CAN DO FOR US
	<p>Changes Plus or our stakeholders will always explain and seek full permission from individuals and/or groups before taking videos or photos in buildings or involvement spaces.</p>	<p>Please do not use your mobile phone to take photos videos of service users or carers or staff , without express permission. Phones should be off or on silent during involvement. If there might be an emergency please make sure everyone concerned knows.</p>
	<p>Changes Plus strives to ensure you get a warm welcome wherever your involvement takes place. We liaise with stakeholders to ensure you are treated with politeness and courtesy. The differences and experiences that you bring will always be recognised and respected,</p>	<p>We ask that the diversity of all programme participants is recognised and respected. We expect respect and courtesy shown by and to all members of Changes Plus and all stakeholders. We do not support or condone disruptive or unsafe behaviour.</p>