

**What Makes The Difference?
TOOLS and RESOURCES**

NAME OF TOOL/RESOURCE: Service User Involvement Strategy

NAME AND REGION OF AGENCY/ORGANISATION THAT DEVELOPED THIS TOOL/RESOURCE:
Redcar and Cleveland Borough Council

Purpose and Brief Description of Tool/Resource:

This strategy document sets out how Redcar and Cleveland intend to involve and consult young people about Target, their Leaving Care Service.

Publication Date: Not known

**Contact details
for further
information
about this
tool/resource**

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Evidence for the effectiveness/ impact of this tool/resource

**Positive impact of
this tool/resource:**

1. There is a high level of service user involvement in Redcar and Cleveland, with a young person-centred approach and premises.
2. The service also has its own website to which young people make significant contributions.

Redcar and Cleveland Borough Council

TARGET- Leaving Care Team.

Involving Young People

Draft Service User Involvement Strategy 2007

STATEMENT

Redcar and Cleveland Borough Council is committed to actively promoting and sustaining Service User Involvement. The Council acknowledges that not only does Service User Involvement benefit the service users, but that it will also benefit the organisation as a whole.

STANDARDS

TARGET Leaving Care Team is dedicated to consulting with young people and involving them in all areas of service delivery and development. We embrace the fact that we are accountable to the young people that we serve and recognise that listening to young people and their active involvement, is the key to the service achieving accountability.

STRATEGY AIM

The aim is to ensure that the involvement of Care Leavers in the consultation process reflects the needs, aspirations, hopes and interests of all young people. Following implementation, the strategy will enable greater participation in decision making by service users. It will also ensure that developments that are carried out in this area are done with due regard to legislation, research and good practice guidance. This relates to equal opportunities and to guidelines and learning about service user participation.

OBJECTIVES

- Young People will have equality of access to involvement in service development.
- Young People will have the opportunity to participate and give their views and opinions about the development of strategy, policy, procedure and practice guidance.

- Young People's views and opinions will be listened to and taken seriously.
- Young People will receive clear feedback about the impact and value of their contributions.
- The outcomes of involving young people in consultation events must shape service planning and delivery.
- The value of the contributions of the young people must be expressed. This could be payment to the young person either financial or otherwise and this must be specified (See Appendix B)

METHODS OF CONSULTATION

TARGET will use a wide variety of methods to consult with young people. These include:

- Focus Groups
- Events
- User surveys and questionnaires
- Evaluations
- Consultation Whiteboard
- Verbal e.g. from Personal Adviser during pathway plan process

EVALUATION

In order to ensure effective consultation, clear objectives will be set for any initiative. Each consultation exercise will be evaluated against the set objectives. Points to consider include:

- Did we consult the right people in the right way?
- Did they understand the issues so that they could contribute effectively?
- Did we allow enough time for consultation?
- What impact has the consultation had on decisions made?
- How have we informed service users of the decisions?
- Have the results been fed back to the relevant professionals?

WHEN NOT TO CONSULT

TARGET will not consult when:

- There is no room for manoeuvre in the way services are delivered or in implementing policy decisions
- Addressing issues that can clearly be resolved without consultation
- The consultation would merely be a tick-box exercise

CONCLUSION

This Young People's Consultation Strategy reflects the council's commitment to effective consultation. The strategy demonstrates a corporate and directorate drive to use service user involvement and consultation as a key feature of the decision making process. Practical implementation measures are included in Appendix A to ensure that these initiatives are co-ordinated and successful.