

USER-FOCUSED SERVICE PROVISION POLICY AND PROCEDURES

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INDEX

1	Policy Statement	3
2	Procedure	3

This section seeks to comply with Regulation 13 and NMS 15

1 Policy Statement

We will provide a service which is tailored to the needs of each individual service user. Service Users will be given information, from the outset, which is understandable to them and which sets out the service standards and service objectives they can expect from us. We will implement our Equal Opportunities Policy.

2 Procedure

- 2.1 Service users or prospective service users, when contacting PAC-UK, will be provided with verbal and written information about the services that can be provided by PAC-UK. This information will be adapted to meet any particular communication need that a prospective service user may have.
- 2.2 Where the service that the prospective service user requires cannot be provided by PAC-UK because it falls outside our remit, the person will be offered help to find an agency which can meet their needs.
- 2.3 Service users who wish to take up a service provided by PAC-UK will be welcomed and offered an initial consultation. Depending on whether or not the service user lives in a local authority that subscribes to PAC-UK, and the level of subscription, this consultation will either be free of charge, or purchasable. The purpose of the consultation is to listen to the acknowledged needs of the service user and to assess their needs in terms of their welfare and safety. The service user will be given information about how their needs might be met by PAC-UK. An agreement will be made about how to proceed, and how funding can be sought if it is required. In some cases service users may decline any further service from PAC-UK and seek advice as in (2) above. In other cases the service may require a referral to their local authority for assessment under the Adoption and Children Act 2002. This initial consultation will be recorded in the service user's case file by the participating member of staff.
- 2.4 When a service user is referred from a partner agency, an agreement will be reached between all three parties which defines the level of service to be provided by PAC-UK. The agreement will be consistent with the partner agency's assessment of need and commissioning arrangements.
- 2.5 Commissioning arrangements are reviewed in line with the requirements of the commissioning authority. The review may be done by telephone or e-mail if appropriate. Decisions of a review of an agreement should be sent to all parties involved in the review.
- 2.6 The Registered Manager/CEO will, through PAC-UK's supervision processes, ensure that services being delivered are aimed at reaching the desired outcomes.
- 2.7 In cases where a child is involved, the national outcomes for children of being healthy; staying safe; attaining, achieving and enjoying; making a positive contribution and having their social and economic well-being promoted, will be the paramount objectives of the service provided for them. The child's feelings and wishes will be respected and given due consideration.
- 2.8 In situations concerning an adopted child and birth relatives, the child's needs (or those of the adopted young person) will be the primary consideration in providing a service.

- 2.9 All services will be provided by staff in a timely manner. Staff will also ensure that services meet the level agreed in (3) above and that the services are delivered according to PAC-UK's Equal Opportunities Policy and Procedures.
- 2.10 Where a person has a physical or mental impairment, finds communication difficult or prefers to communicate in a language other than English, the staff member will make every effort to adapt to that person's need or to seek assistance. Where the staff member cannot adapt to the person's need, the matter should be referred to the Registered Manager/CEO who will identify resources to deal with the situation.
- 2.11 Throughout our involvement all staff will actively seek and record the views of service users about services that they have received; staff will promote the use of the "Comments, Compliments and Complaints" document. Where children are involved, staff must ensure that their views are sought in a way that enables them to express their feelings adequately according to their level of understanding.
- 2.12 PAC-UK will devise and administer a number of service evaluation, 'distance travelled' and diagnostic tests to obtain client feedback about the services. Responses obtained prior to and subsequent to counselling will be used to assess the effectiveness of the service. Service evaluation questionnaires will allow clients to comment constructively/critically. Results from these measurement tools will be reviewed by senior management and the Board to inform future practice.
- 2.13 Staff will engage in safe working practices. The following paragraphs will be implemented in all cases.
- 2.14 When service users attend one-to-one counselling sessions another staff member on the premises must be made aware that the meeting is taking place. The service user must be made aware of not being alone on the premises with the counsellor.
- 2.15 Service users are to be politely and firmly discouraged from involving individual staff members in behaviour that is overtly sexual or physical in nature. Staff should seek advice from a manager if there are any concerns about a service user in this respect.
- 2.16 Staff will take positive action to help colleagues who appear to be engaging in risky behaviour and always report any incident to the Registered Manager/CEO, whether or not there has been discussion with the colleague.
- 2.17 Where children are concerned, staff will act as good role models. This includes managing situations without resorting to physical violence, being sensitive to children's needs for appropriate control and using sanctions which have been discussed and agreed beforehand, and which are legal, fair and reward positive behaviour. Restraint techniques would only be used in very exceptional circumstances, where no other means are possible to maintain the child's and others' safety.