

Service Standards

- Provide an opportunity for involvement within every service area.
- We will ensure that facilities are appropriate for the attendees at every venue that they use.
- We will give all residents full written (or in another format if appropriate) information on every opportunity that residents have to be involved when they first become Westcountry residents and ensure that it is accessible to them throughout their tenancy.
- No resident will be left out of pocket due because they have chosen to be involved with Westcountry. Expenses will be reimbursed on the day wherever possible or within 7 days of a claim being received.
- When a resident expresses an interest to any member of staff about becoming involved we will ensure that an appropriate member of staff make personal contact within 14 Days to have an in depth one to one discussion to help them to find the role that suits them best and identify their personal support and training needs.
- The Resident Involvement Team will offer annual appraisals to active residents to ensure the best use of their skills and reassess with them their training and support needs.
- Provide information about dates, times and venues a minimum of 2 weeks before the event is due to take place.
- Give everyone who was involved the “You said, We did” report within **1 month.**