

I have a
Heart for
horley

POLICY:

Service User Involvement

Implemented:

Date of last review:

Date of next review:

December 2024

This Policy applies to all activity undertaken by Heart for Chorley in pursuing its purpose as a Registered Charity serving its beneficiaries, partners and the community.

Purpose

The purpose of this policy is to ensure that service quality reaches any minimum standards expected by the Charity's stakeholders but has procedures in place that maintain a mindset of constant review and improvement for the benefit of all stakeholders.

Introduction

Service quality must be measured using a balance of assessment and feedback from all stakeholders in Heart for Chorley and its individual or collective provisions depending on the scope of influence or point of access.

Stakeholders fall into three broad categories and each category requires, and therefore influences, the quality of service provided by Heart for Chorley. These are service users/ beneficiaries, buyers/ funders/ investors and decision makers/ referring bodies.

Different stakeholders will have varied amounts of interest in the quality of services depending on the amount of influence over, and interest in, the Charity, its services and beneficiaries. The Charity intends to be transparent with all stakeholders regardless of interest and influence, whilst maintaining respect to data protection and safeguarding. The purpose of this policy is, in part, to ensure that the Charity maintains an attitude of exposure to external sources that can inform, encourage, hold to account and improve, either directly or indirectly, the service quality.

Stakeholders

People or organisations that have a stake in Heart for Chorley:

- Service users/ beneficiaries
- Green Pastures
- Chorley Borough Council
- Local Churches
- Donors and grant makers
- Heart for Chorley volunteers and staff
- Heart for Chorley Trustees
- Charity Commission
- Local businesses

Service users/ beneficiaries

The quality of Heart for Chorley services from a service user perspective will be measured by the individual's ability to positively answer or agree with the following statements:

1. I feel safe and secure when I access Heart for Chorley services.
2. I am consulted and my voice is heard so I can influence the support I receive.
3. I am respected at all levels of support and access to Heart for Chorley services.
4. I have confidence that those who directly support me understand me, are competent and work effectively together to best meet my needs.
5. (Residential only) I have my own space that I feel proud of and live in a comfortable, well maintained, and stable accommodation.

6. I receive high-quality, tailored support that sustains my immediate and long-term needs.
7. I have strong, trusting, and meaningful relationships within my support system and can rely on Heart for Chorley staff and volunteers.
8. I feel supported and equipped to learn and apply skills for independent living.
9. I am free from coercion and control being able to develop my own autonomy, communicate and review my own opinions and freely discover my individuality and identity.
10. I feel positive about my future and opportunities because of the support I receive.

See the Heart for Chorley Service User Involvement policy for more details on service users holding the Charity accountable over service provision.

Green Pastures

Heart for Chorley will maintain its partnership with Green Pastures and is held to account by a partnership manager who provides support from the vast experience of supporting over 1500 supported housing placements. Heart for Chorley will engage as fully as possible with Green Pastures' advice, peer to peer forums, conferences, training and one-to-one support with a view to encourage and empower high quality service provision. Heart for Chorley will make the attendance to these resources a priority and will involve beneficiaries as much as possible.

Chorley Borough Council

Heart for Chorley supports the passing of the Supported Housing (Regulatory Oversight) Act 2023 and welcomes the Local Housing Authority reviews of its supported exempt accommodation. The Charity will fulfil any licencing requirements and will meet any minimum National Supported Housing Standards set by Government and the Local Authority. However, Heart for Chorley will not settle for minimum standards and will always be working toward the highest standards attainable.

Local Churches

Living Waters Church is the host for Living Waters Storehouse foodbank and Chorley Street Pastors and is the main source of Heart for Chorley volunteers. St Laurence's Church provides an extensive range of services for vulnerable people in the community including food parcels, meals, vocational and personal needs training, education and support. Heart for Chorley has very close connections with these two churches who have become a valued source of support and accountability which encourages high quality services.

Donors and grant makers

Heart for Chorley relies on the regular support of individual and organisational donors and grant makers. To ensure that the quality of services remains consistent the Charity will persist in being transparent about its financial sources and the criteria required to receive it. This is to ensure that compromises are not made, and conflicts are not created, in order to satisfy funding requirements that do not add the full expected value to the Charity's beneficiaries.

The quality of services should directly impact the decisions of individuals and local companies to support the Charity. Ensuring a high standard of working will increase the desire of donors to continue supporting the work as long as the Charity is open and clear in the way it communicates its use of resources and the outcomes.

Heart for Chorley volunteers and staff

Policies and procedures will be regularly reviewed and openly available to view so that all staff and volunteers can influence and effect necessary changes and improvements toward better quality of service for beneficiaries and value for funders and referring bodies.

Heart for Chorley Trustees

Carrying the overall responsibility and liability of the Charity and its services. The trustees hold the executive leadership, staff and volunteers to account for the continued quality of services and provision for the Charity's beneficiaries, value for community benefit for referral bodies and value for money for funders.

Charity Commission

Reporting back to the Charity Commission as per their requirements will be open, honest and accurate with regard to the impact on, and difference to the community of Chorley through the fulfilment the Charity's objects. Heart for Chorley will willingly accept and act on any recommendations or directives from Charity Commission to the highest degree of quality possible.

Local Businesses

Heart for Chorley recognises that the influence of its work stretches across many aspects of the community, including employers, landlords and businesses of all kinds that may engage with our services or our residents, now and in the future when the beneficiaries no longer access our services. The quality of our services will ultimately be measured by our general reputation over the coming years and decades. The relationships with local businesses will depend on Heart for Chorley consistently working toward the highest quality of service so that our beneficiaries conduct themselves in social participation as volunteers, employees, tenants and customers in a manner fitting a well-rounded citizen that add value to community.