

INVOLVEMENT POLICY – Ways you can help shape & improve what we do

Mid & North Powys Mind aims to follow the principles of co-production in the planning, delivery, oversight and review of its services and activities.

What is co-production?

Co-production happens when the participation of people with lived experience of poor mental health, is given equal importance to that of staff at the organisation they're working with.

“Co-production is a relationship where professionals and citizens share power to plan and deliver support together, recognising that both partners have vital contributions to make in order to improve quality of life for people and communities.”

New Economics Foundation

Co-production is one of the main principles of the Social Services and Well-being (Wales) Act 2014, where it aims to ensure working with and involving individuals, their family, friends and carers to make sure their care and support is the best it can be.

Mid and North Powys Mind hugely values and champions the voice of lived experience of poor mental health and wants that voice to be front and central in all that we do. Listening and involving people that have experience of poor mental health, whether or not they have accessed our services, is essential in helping us together achieve the best possible services and support that we can.

This policy covers all areas of Mid & North Powys Mind work; service delivery, development, governance, recruitment and campaigning.

The Operations and Development Managers are both responsible for promoting, facilitating and monitoring the levels of co-production (or lived experience influence and participation) with the organisation and reporting to the Board, who oversee activity.

All staff are made aware of this policy at induction and of any significant updates. It is available to all staff on our shared drive. The policy is periodically covered and refreshed at Team Meetings and by service managers when influence and participation opportunities arise. People who regularly get involved, are given a copy of our Volunteer Policy.

Information

To enable this to happen, every person that uses our services should have access to clearly understandable information about Mid and North Powys Mind, the services it provides and the organisation's policies and procedures.

- "User friendly" language should be used at all times.
- Our Working Principles (or values) should be clearly visible at our base and on our website
- Our Members Charter should be clearly visible at our base and on our website
- Copies of the minutes of our Board meetings are available on request
- Copies of our Annual report and summarized accounts are also available on request
- Quarterly newsletters are sent out to all clients of Mid & North Powys Mind

Ways in which you can be involved (whether you access our services currently or not):

Complete our About Me form

This form gives us your contact details and depending on your preferences, means you will get a copy of our quarterly newsletter and can vote at our AGM.

Service/Group Set-Up Meeting & Review Meetings

Before we set up new services and to help us review the effectiveness of existing services, we set up meetings, open to the people that hope to access, or have accessed, that service. With your contribution and co-production, it is far more likely that the group/service will be a success.

If the meeting is about setting up a new service, we want to know what you think that service should look like, what times would suit people best, how it should run, what is important about it, etc.

If it is a meeting to review the effectiveness of an existing service, we want to know what you think worked well, what worked not so well, how it can be improved and if it should continue.

We will advertise these meetings to people we know who might be interested but also via our social media to others and the public.

Volunteering

Currently Mid and North Powys Mind has around 50 active volunteers who work across nearly all our services. Without our amazing volunteers, we would not be the innovative and supportive organisation that we are and could not provide many of the services that we do. Many people that volunteer with us have lived experience of poor mental health. This is not essential but it does give a unique and hugely supportive perspective and insight, that many of our clients respond well to and appreciate. It can also help you build your own skills and experience on your pathway to recovery, as well providing a way in which you can get more involved in the running of our organisation.

Contact us (details below) to find out more about current opportunities, many of which we advertise on our website, social media and Volunteering Wales.

Joining our Board of Directors

Mid and North Powys Mind believes it is of fundamental importance that the people we support have a proper (not token) voice on our Board of Directors (all of whom are volunteers).

It is our intention that a minimum of one quarter of the Directors of Mid and North Powys Mind should be people who are or who have been users of mental health services, to ensure the voice of the people we support is at the heart of what we do.

Contact us to find out more. Volunteers do need to be 16 or over to join our Board. See our Director recruitment selection and induction policy for more info.

Recruitment of staff

When recruiting a new member of staff for a particular service, Mid & North Powys Mind aims to involve someone that has accessed that service, in the recruitment process. People that have accessed the service have a very valuable voice in knowing what are important qualities and skills required in new staff members.

This involvement may include setting interview questions, short listing candidates and/or sitting on the interview panel.

We like clients on our interview panels to have used the service for which we are recruiting for. If you would like to be involved, contact us (below). We also contact people directly that we think may be interested.

Policy

All new policies and reviewed policies are publically displayed in our main base entrance foyer, before they are formally adopted by the Board the following month (at their next Board meeting).

We hope to encourage more people that access our services to read these policies and contribute to their development, making suggestions & observations and add to the discussion. This will improve their effectiveness and quality. You can send comments directly to us or anonymously.

See our foyer notice board for more information or get in touch.

Other ways you can be involved and help Mid & North Powys Mind support people more effectively

- Informal chats with other staff & volunteers
- Service planning meetings
- Questionnaires - often on social media
- Suggestion box - at our main base in Llandrindod
- Making a comment or complaint - see our website

Benefits in getting more involved in Mid & North Powys Mind

There are many benefits to getting more involved:

- You can be involved for as much or as little as you would like - you are in control - it could be for interviews for one day only, or becoming a Member of our Board of Directors.
- We pay expenses for travel and subsistence (See policy)
- You can access training to support you in your influence and engagement work (training is dependent on role)
- Meet other like-minded people
- We will course make any reasonable adjustments required to facilitate your participation

If you would like to be involved more in Mid & North Powys Mind, please contact us on any of the following:

- Phone/text/whatsapp: 01597 824411
- Message our Facebook page facebook.com/mnpowysmind
- Visit our website mnpmind.org.uk
- Talk to a member of staff

If you would like to influence mental health services more broadly outside of Mid & North Powys Mind, please contact PAVO and find out more about becoming a 'service user rep'. <https://www.powysmentalhealth.org.uk/become-a-rep/>