

Our Involvement Charter

Together we believe we can make a real difference for everyone affected by mental health difficulties in Lincolnshire.

We want to achieve a service where everyone feels valued and welcome to get involved. Our Charter for the involvement of service users and carers is based on the NSUN 4Pi Standards for Involvement: Principles, Purpose, Presence, Process and Impact. We have worked with our service users, carers and staff to develop the following standards:

Principles:

- We value your views and will listen to you;
- We aim to create an environment of mutual trust and respect;
- We aim to be non-judgmental, inclusive and accepting;

Purpose

- We would like to work and learn together with you to achieve positive change;
- Through involving people, we aim to support individual recovery and inspire hope;
- We aim to improve and strengthen our services;
- We will be clear about the purpose of any individual and collective involvement activity;

Presence

- We want to encourage everyone to get involved and make a difference;
- By everyone, we mean **service users, friends and family, peer workers, staff and volunteers**;
- We aim to include people from diverse backgrounds and marginalised communities;
- We will offer support to you if you want to get involved;

Process

- We will communicate clearly and without jargon;
- We recognise that one size does not fit all: different people will want to become involved in different ways;
- We will offer opportunities for networking and connecting with each other;
- We will offer training for you to be involved;
- We will offer assistance with transport and refund your expenses;

Impact

- Our ultimate goal is for involvement to achieve better services and positive outcomes for all;
- As we work towards this, our aim is for our Trust to have a positive and welcoming approach towards involvement;
- We will provide feedback so that you know when you have made a difference.

How to get involved:

Contact the Engagement Team for further information about involvement opportunities

Tel: 01529 222272 or 01529 222333

Email: involvement@lpft.nhs.uk