

Procedures Manual

Title: PROVISION OF INFORMATION TO SERVICE USERS

PC-14

1.0 Scope

- 1.1 To provide adequate information to service users about the service they are entitled to receive.

2.0 Aims and Values

- 2.1 To ensure all service users are aware of the service WIDA will provide them and their rights relating to that service.
- 2.2 To ensure service users are informed and updated of any changes in the service provided.

3.0 Contents

- 6.0 Responsibilities.
- 7.0 Service User's Guide.
- 8.0 Communication with WIDA and Service Users.

4.0 Referenced Documents

- C4-080 Service User Guide.
- C4-095 Service Provision Agreement.
- MA-24 Management of Complaints.
- SD-19 Visitors.
- PC-11 Communication with Service Users.
- HR-20 Communication Policy and Procedure.

5.0 Responsibilities

- 5.1 The manager or designated person.

This is the procedure to be followed

5.0 RESPONSIBILITIES

5.1 Person in Charge and all staff.

6.0 SERVICE USER GUIDE

6.1 A Service User Guide will be given to all WIDA service users.

6.2 The guide will contain the following information:

- C4-095 Service Provision Agreement (including the service to be provided)
- MA Management of Complaints
- SD-19 Visitors.

6.3 The Person in Charge will include any other information they consider necessary relating to the specific service that is being offered to the service user.

6.4 Where possible the information in the Service User Guide will be in an easily accessible format.

7.0 COMMUNICATION WITH WIDA AND SERVICE USERS

7.1 WIDA Board of Directors and management are committed to the effective communication between the people accessing WIDA services and those who are responsible for maintaining and developing those services.

7.2 The Communication Policy, HR-20 and Procedure details how service users will be involved in decisions affecting them within the organisation and how communication within individual services, such as house meetings should be recorded.