

Staff working with residents PROTOCOL



MHP has a strong commitment to work with our residents and involve them in the day to day and strategic decisions of the organisation. We do this in a variety of ways including surveys, focus groups, conferences and input at meetings.

It is a continuous programme of development and encouragement to get residents involved, and in the case of the NRG, participating in a number of MHP activities. It is important for residents and MHP to know how this input changed or enhanced our decisions.

Please ensure we continue this partnership working by following the points set out below:

1. Ensure that you consider all diversity and access issues. Where there are problems about any of the actions set out below keep the resident informed;
2. At least 10 working days notice to attend an event and all paperwork (overview, agenda, times etc) received by then and if moving date or venue then a further 10 working days notice is given;
 - Where any of the above is unavoidable the resident is informed immediately, giving reasons, and all alternative arrangements made for them;
3. Include a short synopsis of the event showing possible outcomes and why you want the resident to be involved;
4. All travel and hotel arrangements etc are done by the staff member and informed in good time to the resident;
5. The resident is reimbursed on the day for any expenses or within 5 working days (Please discuss in advance with the resident what are the likely expenses);
6. Food and adequate breaks are arranged;
7. No jargon and where used it is fully explained at least once;
8. The 'How was it for you' cards are used to collect KPI data and the officer running the meeting fills in the Resident Involvement database or an 'Event Evaluation' form. Info is returned to RI at P&P (contact francis.brazil@mht.co.uk ext 1088 for further information)
9. Minutes and actions sent within 10 working days and put on relevant resident forums;
10. The resident is thanked for their input and acknowledgement of any suggestions with full outcomes explained. Where there is an agreed incentive ensure they receive it.