

Pen-y-bont ar Ogwr
Mwy Diogel



Safer Bridgend

www.saferbridgend.org.uk



Bridgend County Charter for Service User and Carer Engagement in Substance Misuse Services

‘Working in partnership to achieve equality’



What is a charter?

A charter is an agreement between two or more partners or groups to deliver a shared vision or plan. A service user or carer charter is not a new concept for Bridgend County Borough, with charters being in place for children and young people, disabled people and older people.

The development of a charter for service user and carer engagement in substance misuse services demonstrates the commitment of the Bridgend Community Safety Partnership to engage service users and carers / family members in an appropriate and meaningful manner.

It is important to note that the Charter for Service User and Carer Engagement in Substance Misuse Services has been developed in partnership with service users; carer/family groups, and service providers.



Charter for Service User and Carer Engagement in Substance Misuse Services

Bridgend Community Safety Partnership believes that all people should be treated with dignity and respect and have a voice that will be listened to at all levels of service design, delivery, evaluation and partnership working.

The Bridgend Community Safety Partnership organisations agree to sign up to this local charter to acknowledge the rights of substance misuse service users and carers/family to be involved in all aspects of service provision. This charter reflects the Participation Cymru National Principles for Public Engagement (2011) and the Welsh Government Substance Misuse Service User Involvement Framework (2008).

Principles and values

- ❖ All service user and carer engagement is based and founded on anti-discriminatory practice, with personal needs being acknowledged so people are treated with dignity and respect at all times;
- ❖ The development of service user and carer engagement activities are distinct, each needing resourcing. Each local agency will actively promote service user and carer engagement forums within each service;
- ❖ The participation and engagement of service users and carers from diverse cultures and communities is encouraged and actively supported in a way that is acceptable and relevant to their needs;
- ❖ Service user and carer engagement activity or engagement in a local service user or carer group will be acknowledged as integral to supporting an individual's recovery whilst being mindful of the level of expectation and wellbeing of the individual engaged.



What is a charter?

- ❖ To receive good quality and accessible information in a timely manner;
- ❖ To be full partners in the planning of their own care plan and service provision with clear expectations and responsibilities of themselves and the service provider;
- ❖ To be supported to engage in appropriate meetings which are held in an appropriate format, at accessible times and venues;
- ❖ To be involved in formal processes for gathering views and be supported and guided to engage with local forums/networks;
- ❖ To receive reimbursement of essential out of pocket expenses incurred to attend planning meetings and representative business such as travel paid at public transport rate;
- ❖ To access good quality and appropriate training;
- ❖ To have agreed roles and responsibilities in engagement at an acceptable level to the individual as part of their recovery;
- ❖ To be informed about how their contribution has influenced decisions;
- ❖ To be part of service design, delivery and evaluation as a representative of service user /carer views;
- ❖ To be given the opportunity to contribute to the development of new service roles and staff recruitment where appropriate.



For further information on the charter, contact:

DASH: Nolton Street, Bridgend Tel: 01656 650686

WCADA: Court Road, Bridgend Tel: 01656 667717

G4S IOIS: Market Street, Bridgend Tel: 01656 767283

Hartshorn House, Neath Road, Maesteg, Tel: 01656 738320

Youth Offending Service, Tremains Business Park, Bridgend
Tel: 01656 815655