

<p>The NISCC believes that in order for participation with users and carers to be meaningful, it must operate within the following principles:</p>	<p>Quality Standard</p>
<p>Valuing Leadership</p> <ul style="list-style-type: none"> • Recognising the value of leadership, firstly within the organisation through a top level commitment to participation • Effecting change by challenging the status quo and developing and promoting models of good practice of participation 	<ol style="list-style-type: none"> 1. A Council member will Chair the Participation Group. 2. There are processes in place for embedding Participation across the organisation. 3. There is a member of the Senior Management Team who takes responsibility for progressing to embed the process of Participation within the organisation and this important role is recognised within their work commitments, as a performance objective. 4. Annual reports, mission statements, strategic objectives, regular publications all make reference to the importance of ensuring that appropriate and effective social care experienced peoples' views are obtained in decision-making. 5. Promote models of best practice for Participation with other organisations by making opportunities to join relevant fora where Participation is part of the discussion, for example, Regional PPI forum, UK Health Regulators PPI forum.
<p>Promoting Partnership working Committing to meaningful participation partnership working by:</p> <ul style="list-style-type: none"> • Respecting the value of user and carer participation • Working as equal partners • Encourage those whose voice is not normally heard to engage with us to ensure participation is as diverse as possible 	<ol style="list-style-type: none"> 1. Service users and carers are valued as equal partners to NISCC staff and are central to the decision making process. There is joint ownership of decisions, solutions, management of risk and responsibility. 2. Service users and carers are involved in the development of project based work from the outset. 3. Suitable time is built into the planning process to ensure the

	partnership involvement is meaningful.
<p>Effective Communication</p> <p>Committed to communication that is open, transparent and focused. This is a two way process. We recognise that we must listen to users and carers to ensure that our work is reflective of their experience.</p> <p>We must be clear at all times why we are asking users and carers to participate.</p>	<p>(i) Two way process:</p> <ol style="list-style-type: none"> 1. There is an appropriate opportunity for 2 way communication at all events where the views of social care experienced people are being sought and listened to. 2. There is an appropriate mechanism for feeding back to service users/carers after their opinions have been sought. Users/Carers should be aware of this feedback mechanism. 3. There are appropriate systems for learning from complaints made about the organisation, whether formal or informal, so that this information is acted upon. Ensure that complaints are seen as part of the processes of a learning organisation. 4. Maximum use is made of the NISCC communication channels to publish information that is meaningful, accessible and up to date and which meets the needs of service users and carers. <p>(ii) Open, transparent and focused:</p> <ol style="list-style-type: none"> 5. Time is given before any participation occasion to consideration of what information service/users and carers will need to be equal partners in decision-making. This includes making explicit areas of decision-making that can not be influenced or changed with an explanation of why this is so. It includes making explicit financial, legal, organisational remit and/or human resources constraints. 6. Due consideration is given to who needs to participate (in terms of who will be most affected by the final decision) and that methods to recruit service users/carers is relevant and targeted at these type of participants.

	<ol style="list-style-type: none"> 7. Consideration is given to working with an external partner such as a voluntary organisation when this will improve the quality of the participation. 8. The language used to communicate with service users/carers is appropriate to the target audience and is jargon free.
<p>Supporting meaningful Involvement</p> <p>The NISCC recognises there are many elements to supporting involvement in effective participation working, to include:</p> <ul style="list-style-type: none"> • Identifying participation needs of users and carers • Building capacity of Council members, staff and users and carers 	<ol style="list-style-type: none"> 1. There is a defined process to ensure representation from a diverse range of service users/carers. 2. As part of this process, NISCC staff should ensure, at the outset, that practical issues, such as, transport, venue, timings, accessibility have been taken into account. 3. There is investment in service users/carers and staff to facilitate an understanding of participation to ensure effective participation.
<p>Continuous improvement</p> <p>The NISCC recognises the need to learn from how we engage with users and carers. Therefore, we are committed to evaluation and learning from that evaluation.</p>	<ol style="list-style-type: none"> 1. Review and evaluate on a regular basis the models are 'fit for purpose' to ensure optimal input from social care experienced individuals. This evaluation will be 360 degrees, with recommendations for change developed and implemented. 2. Assessing the outcomes of all projects against the initial project remit for participation. This should include an evaluation of participation as above. 3. Feedback from service users/carers on the process of participation is sought after each project. 4. Regular review of the Principles and Quality Standards will act as a vehicle for continuous improvement.

	<p>5. Specific audits are carried out around identified key areas.</p>
<p>Governance</p> <p>To ensure the participation agenda is embedded within the NISCC, there is a strong commitment illustrated through robust governance processes and accountability arrangements.</p>	<ol style="list-style-type: none"> 1. The membership of Council comprises Lay Members who have experience as users or as carers in recognition of the valuable role this group has in influencing and setting the strategic direction of the NISCC. To support the valuable role which users and carers play in the governing structure of the NISCC and as panel members in Conduct processes, social care experienced users and carers are actively encouraged to apply for such positions as and when they arise. 2. There is a nominated Council Member as the participation lead who takes responsibility for ensuring Council can be reassured of the quality of the process of participation of social care experienced people. 3. There is an appropriate structure within the organisation's decision-making processes to ensure timely, relevant input and challenge from social care experienced people at a strategic level. The process should ensure that members of the executive team engage, in a timely manner, on key strategic issues to ensure social care experienced people appropriately challenge the work of the NISCC.