



Ascend Adventure is committed to involving service users in all aspects of service design, development and delivery where ever possible. We seek to identify creative ways to engage with service users to ensure a broad range of clients contribute ideas and input to shape and improve the work of Ascend Adventure.

Young People

We seek to invite the views and opinions of young people, involving them in decision making and to empower them to get involved with the work of Ascend Adventure. We believe it is a young person's right to be involved in decision making that affects them and value the contributions of young service users.

Safety

We seek to ensure that all service users are treated with respect and protected from undue stress, concern or harm whilst engaged in Service User Involvement activities, via the application of our safeguarding policies and procedures.

Seeking the views of Service Users

We gather the views of our service users, both adults and young people, via a range of interactions, including:-

- Written evaluations and feedback forms
- Online surveys
- Verbal informal interviews and feedback
- Focus groups
- Social Media
- Involvement in the design and content of publicity material

Responsive Service

We aim to ensure that our Service User Involvement is more than tokenistic. Comments, suggestions and input from service users informs the direction and development of services offered by Ascend Adventure. Our reflective practice encourages staff to place service users at the centre of all that we do.

Policy Review

This policy was last reviewed on: 17th January 2021

Date of next review: 17th January 2023