

## People with Lived Experience Agreement

Essex Partnership University NHS Foundation Trust (EPUT / The Trust) is dedicated to listening to and working with those who have used our services; their carers and families; to continually improve the care and patient experience that we provide. This could not be achieved without listening and learning from those with lived experience who help support the Trust and its service users in helping us to provide the best service possible.

The Trust will live the **4Pi National Involvement Standards** (developed and produced by those with lived experience):

**PRINCIPLE** as meaningful and inclusive involvement that depends on a commitment to shared principles and values. This includes valuing the contribution of service users equally to those of professionals.

**PURPOSE** of involvement should be clear and clearly communicated to everyone involved in the activity as well as the wider organisation.

**PRESENCE** reflects a valuing of diversity of service users involvement at all levels and all stages of a activity. Those involved should ideally reflect the nature and purpose of the activity. Service users should have the opportunity to be involved separately, in pairs, in small groups and in a consultative capacity.

**PROCESS** of involvement needs to be carefully planned in terms of recruitment, communications, appropriate support, training and reward. All interested can be invited to get involved easily and make the best possible contribution.

**IMPACT** concerns the need for involvement to be meaningful. It needs to make a difference to the lives or the experiences of service users.

### The Trust will:

- Provide an induction and any training necessary to assist you in carrying out your role
- Define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them
- Provide a personal supervisor who will meet with you to discuss your contribution and any associated problems or concerns
- To endeavour to help you develop your contribution and input through a training and development pathway
- Reimburse the out of pocket and travel expenses incurred by you as part of the involvement activities you undertake with us in accordance with the procedures set out in the Recompense Policy and Procedure in a timely manner
- In respect of eligible involvement activities, recompense you for your contribution (if you choose to accept it) in a timely manner
- Listen and support you with any questions or concerns that arise
- Respect your skills, dignity and individual wishes and to do our best to meet them

## **Participant's Commitment to Working with EPUT**

EPUT values the involvement of people with lived experiences to help us improve our services and become an 'outstanding' Trust. We thank you for your interest in contributing to our Trust. We ask all participants to read the details below which set out our hopes and expectations, and sign to confirm that you are in agreement.

- All those taking part must do so with the understanding that everyone has a voice within the activity and it is the role of the lead of the activity to ensure that everyone feels that they have not just been heard but have been involved.
- Everyone will be provided with the same information on the activity and any restrictions that may affect the activity e.g. timescale will be made clear to all participants.
- People with lived experiences involved in activities who are still under Trust services must discuss their involvement with their care coordinator so that they fully understand not only what is involved but what possible issues this may raise for them as an individual.
- Individuals are asked to commit to the activity (although it may not be an expectation that they attend every meeting), and provide reasonable notice so that alternative arrangements can be made where they cannot attend, but to be involved as much as possible.
- Where required, supervision and support will be made available to people with lived experiences by their designated supervisor as noted in the Policy and Procedure as it is recognised they may be affected by the involvement activity they are undertaking.
- Methods of communication will be agreed with individuals prior to the activity commencing.
- Involvement activities could involve chairing a meeting / training session or taking part as a co-facilitator, being a recruitment panel member, or sharing your story with our staff
- All involvement activities will be conducted in an appropriate atmosphere and environment and all participants must be respectful of the views of all the others involved in the activity.
- Activity leads should be open to allowing time outs and comfort breaks when needed, particularly during potentially sensitive discussions.
- All participants will work together with the understanding that any member of the activity who shows disrespect will be asked to stop doing so and advised that if it continues then they could be removed from the activity.
- People with lived experiences may in the course of undertaking involvement activities have access to confidential information concerning or relating to service users/clients of the Trust. You need to protect all confidential information and observe the strictest confidence with regard to information relating to any patient, service user, client or anyone connected to a patient, service user or client, and any other information that you may have access to, or gain knowledge of, in the course of the involvement activities. People with lived experiences may not use or disclose this information to any person

either during your time with us or at any time afterwards.

- People with lived experiences working with the Trust need to observe the strictest confidence regarding any information relating to the work of the Trust and its staff / employees that you may have access to, or gain knowledge of, in the course of the involvement activities. People with lived experiences may not use or disclose this information to any person either during your time with us or at any time afterwards.
- Failure to comply with the above confidentiality requirements could result in the opportunity to undertake involvement activities with the Trust being withdrawn.
- People with lived experience may be asked adhere to any of the Trust's rules, procedures and standards that they may be notified of from time to time, including health and safety procedures and equal opportunities policy in relation to its staff, volunteers and clients.

We ask that you give us as much notice as possible if you want to stop undertaking involvement activities with us.

This agreement is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either you or the Trust. Neither of us intends any employment relationship to be created either now or at any time in the future.

Activity lead signature:

Activity lead print name:

Date:

Person with lived experience signature:

Person with lived experience print name:

Date: