



For better
mental health

Buckinghamshire
Mind



Service User Handbook

About Buckinghamshire Mind

Buckinghamshire Mind is a charity working to support and represent people with Mental Health needs in the local community.

We do this through providing good quality services including counselling, support with employment and finding work, services for older people and through a range of day opportunities and activities for groups and individuals.

We work to provide a voice for people with mental health needs, to raise awareness, to fight stigma and we campaign locally to influence policy and decision making.

We are committed to making sure our services are inclusive and meet the diverse needs of people in Buckinghamshire.

What this Handbook is for

This handbook is intended to give our Service Users the information they need about Buckinghamshire Mind. We can't fit everything into a handbook, so any additional information you might need can be found at our Head Office or via our website.

We hope you find this guide useful, if there are changes you want to suggest then please let us know!

Service User Involvement

We are committed to putting Service User Involvement at the heart of everything we do as a charity. User Involvement helps us make our services better, as we know that it is our users who are in the best position to know what they need.

As a user of our services, you should expect to have the opportunity to be involved in planning your own service, recruiting our staff, deciding on the types of service that we offer, decision making for projects and publicity campaigns and to participate in the management of the Charity.

None of this is compulsory, but if you do want to get involved then you can help us to make Buckinghamshire Mind stronger!

www.bucksmind.org.uk

Things you need to know...

Equality and Diversity

We are committed to ensuring that no-one within Buckinghamshire Mind is discriminated against. Everyone has the right to be treated with dignity and respect and we will challenge any discrimination on behalf of our Service Users and our staff. We aim to be an organisation which is representative of our diverse community and celebrates the differences between cultures and social groups.

Confidentiality

We take confidentiality seriously and do not share personal information about our Service Users unless we absolutely have to. You can ask any member of staff and they will explain our rules about confidentiality.

Comments and Feedback

If you have anything to say about our services then please do let us know. There are suggestion boxes in all our services, you can contact us in person, by email or via our website.

Complaints

We hope you don't need to make a complaint, but if you do you can do so using our complaints form which is available in every service, at our Head Office and from our website. If you need any help with the form then please let the Service User Council know.

Information on your Services

We have too many services to put all the information in this handbook! Leaflets about all our services are available from Head Office or via our website.



Service User Council

The Service User Council (SUC) has a really important role in Buckinghamshire Mind. The SUC is a group of people who use our services and have decided to get more involved in how we work. The Council can be part of the running of Buckinghamshire Mind in many ways, so here are just some of them.

Recruitment – Members of the SUC who are interested can have training in interviewing and then help us choose our staff. Making sure we get the best staff we can, with the right attitudes and skills, is critical to ensuring that our services can meet people's needs.

Membership – Our members are the people who elect our Board of Trustees by voting at the Annual General Meeting and have the final say on the running of Buckinghamshire Mind. Members of the Service User Council can become Members of Buckinghamshire Mind without paying the usual fee if they wish to.

Planning – We want to get Service Users involved in planning to make our services better. The Service User Council has an important advisory role in reviewing how our services operate and working out how we can make them better. We are committed to continuously improving the quality of our services and ensuring that they can meet the needs of the community.

www.bucksmind.org.uk

Projects

The Service User Council can take on all sorts of projects in Buckinghamshire Mind.

In 2010 the SUC designed and sent out a survey to all our Service Users to find out how we were doing and what we could do better.

The SUC then received the results and decided on what action to take. One action was to make sure Service Users had the right information about Buckinghamshire Mind, which is the reason you are now reading this user handbook!

In 2011, the Service User Council will design and produce the Annual Report and plan the Annual General Meeting.



Governance and Management

The Service User Council is also there to provide a direct link between our Board of Trustees and our Service Users.

It is really important that our Trustees get to hear what Service Users think about what we do, so a Trustee always attends the SUC meetings and there will be regular opportunities for members of the Service User Council to attend Board Meetings.

If you would like to find out more about the Service User Council and how you can get involved then please get in touch.

You can see more information about the SUC on our website, you can contact Head Office who will put you in touch with the group or you can email us at: **suc@bucksmind.org.uk**



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National Mind

Buckinghamshire Mind is a 'Local Mind Association' which is affiliated to National Mind. Each Local Mind Association is an independent charity run by local people, for local people. Each is responsible for its own funding and the services it provides, but all are affiliated to Mind. This affiliation ensures that each local organisation meets Mind's quality standards of governance and service delivery, and that they work to further our mission.

For more information on the link between Local Mind Associations and National Mind please refer to **www.mind.org.uk**

Mind Link

Mind Link is a network of individuals within Mind's overall membership scheme. Our members all have direct experience of mental distress and inform and advise on the work of Mind. The Mind Link network exists to ensure that users and survivors of mental health services have a direct say in shaping Mind's policies and campaigns across England and Wales, through regular consultation and representation.

As a member of Mind Link, you can use your experiences to help Mind in its work to improve society's recognition, understanding and acceptance of people with experience of mental distress.

There is a range of opportunities for people to get involved in Mind's work including responding to surveys, participating in focus groups, or attending Mind conferences, training and events.

To become a member of Mind Link, please email: **mindlink@mind.org.uk** or call us on **020 8215 2207**. You will need to confirm that you have direct experience of mental distress and that you are already a member of Mind.

www.bucksmind.org.uk

Contact Details

Sometimes people change jobs and new people join Buckinghamshire Mind, so we don't include contact names in this handbook, or we would have to reprint it every time there is a change. Full details of who to contact are available at all our services and via our website. All Managers and Trustees can be contacted at our Head Office in Granville Street, Aylesbury.

Who are the Board of Trustees?

Our Board of Trustees are volunteers from the local community. They oversee the running of the charity and act as advisors to the Management Team.

We try to recruit Trustees with a wide range of skills and experiences that they can bring to Buckinghamshire Mind. The Trustee role is complex and requires a serious time commitment, but is challenging, interesting and rewarding. If you are interested in becoming a Trustee then please contact Head Office.

Emergency Contact Numbers

The Service User Council has asked for emergency and crisis numbers to be printed in our user handbook, a great example of how they have improved what we do.



Saneline
08457678000



Mind Infoline
0300 123 3393



Samaritans
08547 90 90 90



Carers Bucks
01296 392711

Contact us:

Head Office:

Ashton House, 14 Granville Street, Aylesbury, Bucks. HP20 2JR
Tel/Fax: 01296 437328

Sun House, 32 Church Street, Chesham, Bucks. HP5 1HU
Tel: 01494 792244

Wycombe Counselling Service, 260 Desborough Road
High Wycombe, Bucks. HP11 2QR
Tel: 01494 463364

The White Hill Centre, White Hill, Chesham, Bucks. HP5 1AG
Tel: 01494 774499

Email: info@bucksmind.org.uk
Website: www.bucksmind.org.uk



www.twitter.com/bucksmind
Buckinghamshire Mind is on Facebook!



Further copies of this document are available on our website.

Buckinghamshire Mind is committed to Quality Management in Mind (QMIM), the quality assurance system developed by National Mind.

Registered Office:

Buckinghamshire Mind, Ashton House, 14 Granville Street, Aylesbury, Bucks. HP20 2JR

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