



## **IMHP (Improving Mental Health Provision CIC)**

### **Professional Guidelines for Current Delivery**

Our practice is co-production and those involved may well be participants on some occasions and facilitators on others so for the purpose of our initial light delivery we will simply outline some guidance on practice to ensure that no one is put into an uncomfortable or unsafe situation during or following our activities and that boundaries are equitable and there to serve this purpose.

#### **Lone Working**

All IMHP sessions will have at least one trained member of the team present and at least two facilitators in total, no one will be left on their own to run a group at any time. Any individual support will be conducted by a trained, DBS checked team member and ideally two team members will be present. We will only be carrying these out when necessary and in an informal manner until the hub is open with specific safeguarding in place for this purpose. While we understand those with particular friendships will spend time together and support each other outside of delivery there will be no professional support delivered outside of IMHP's sessions by team members.

#### **Boundaries and Relationships**

Our current delivery is informal and many participants and facilitators know each other from other groups and services or personally. We therefore cannot specify that any of these individuals should not travel together, exchange contact details, or meet outside of activities of course but encourage everyone involved to raise any concerns that they may have via a feedback form. This form can also be used to highlight interpersonal issue that may be creating discomfort and conflict, if these are between team members they will be dealt with by the HR officer. Again, we realise that particular friendships exist outside of IMHP delivery but ask that during sessions all participants and team members strive to be inclusive of others and to avoid giving a feeling of exclusivity in the interest of those that may be sensitive or anxious in social settings. IMHP delivery is also not an appropriate setting for marketing and sales activities unless a particular event such as an art and craft fair has been arranged in which case there will be agreed guidelines.

#### **Signposting and Advice Giving**

Like all organisations that are not of a medical or legal nature team members cannot give advice per se of any sort. We can signpost to appropriate services and support a participant or visitor in making contact with these. It is alright in some cases for team members to share personal experience to a degree or broad professional observations when relevant and in a manner that does not steer someone towards a course of action or offload onto them (experiential sharing should be on a need to know basis and used to normalise). Our team has a file of local services and organisations, this information is readily available at sessions and on the website.

### **Confidentiality and Crisis Support**

All that is said within groups and individual sessions must be confidential between those present. The exception to this is if there is a concern that an individual poses a threat to themselves or others or is at significant risk. In this instance there is a protocol in which we carry out our duty of care by notifying the appropriate agencies or enact a safeguarding protocol as required. This should be done by a trained team member who will speak with the person before taking any action. We will provide training in this but do not expect any participants or team members who are not in a specific role of safeguarding to feel obligated to take responsibility beyond passing on the disclosure appropriately and accurately.

### **Discrimination**

IMHP has a strict policy of supporting diversity. No one will be discriminated against for any reason and in any way with regard to the following: (including but not limited to) age, sex, gender identity, sexual orientation, religion, ethnic background, political views, country of origin, socio-economic demographic, disability, difficulties of any nature, or any other factor. This policy applies to our team and those sitting on sub-committees as well as anyone volunteering or contracted to work with us. We will not turn away visitors or participants who may hold potentially contentious views but they are asked to refrain from putting these onto others who have come to utilise our services. To this end we request that discussion around topics such as religion and politics that may make others feel uncomfortable or trigger conflict be refrained from during our delivery and meetings.

### **Feedback, Suggestions, Compliments, and Complaints**

We realise that we benefit from a wide and diverse cohort with varied views and welcome any input that ensures IMHP's activities are carried out in a democratic manner. There is no exact precedent for the type of organisation that we are developing together and it is a learning curve for us all. It is useful to know what is working well and if you are amenable we will include anonymous testimonies online and in print on occasion. Suggestions are also very welcome and integral to our approach - both can be documented via the feedback form. These are available via the website and in hard copy at the drop in sessions. From the constitutional level wide participation in decision making is built in to IMHP's structure. To this end we share information and welcome discussion and involvement in planning via meetings and the Facebook group - this has been streamlined into the SLACK application available via the website. We are also more than happy to keep non-users of electronic communication in the loop via texts. Should you be unhappy with any aspect of IMHP's decisions, delivery, team members, etc. please

complete a feedback form. The form can be submitted anonymously and your views taken on board but we will be more than happy to arrange a confidential problem solving meeting if you wish to make yourself known.

### **Conflict Resolution Process**

Should a team member, volunteer, or otherwise involved party breach any of the guidelines to a degree that it compromises quality of delivery or the wellbeing of any individual present this will be discussed at the earliest opportunity with the HR officer with the aim to best support that person as well as the wider cohort. If the issues persist for another two incidences or if the first is of a more serious nature (presenting risk of harm or causing undue distress to others) it may become necessary to ask that individual to take a hiatus of some period from an actively involved role but this will not affect their membership should they hold one formally or their views being part of discussion and decision making. The grounds for longer term disengagement would be unprecedented and likely of a criminal nature, incidents of this severity will be dealt with on a necessarily ad hoc basis after taking advice from the appropriate authorities.

In the instance that a participant or visitor has breached the guidelines in a manner that negatively affects another individual or the wider group this will be discussed with the trained team member present with the goal of immediate resolution, again with the intention of supporting them as much as the other participants and visitors. If the issues persist for another two incidences or if the first is of a more serious nature (presenting risk of harm or causing undue distress to others), it may become necessary to ask that individual to take a hiatus of some period from participation in that particular delivery or all delivery as appropriate but this will not affect their membership should they hold one formally or their views being part of discussion and decision making. The grounds for longer term disengagement would be unprecedented and likely of a criminal nature, incidents of this severity will be dealt with on a necessarily ad hoc basis after taking advice from the appropriate authorities.

## **Delivery Guidelines as displayed during sessions:**

### **Everyone will be welcomed and treated with respect**

We operate a non-discrimination policy applying to all present

### **All group and 1 to 1 discussion will be confidential**

If there is a concern for a visitor's safety duty of care will be implemented but this will be discussed with the individual

### **We have a wonderfully diverse range of visitors**

Please be understanding of the fact that others may differ from you in their views, beliefs, or backgrounds. This is a place to share common ground and to enjoy each other's company

**Abusive behaviour will not be tolerated**

We will work with all parties involved to resolve issues but this must remain a safe space for our visitors and team