

**School of Health & Human Sciences
Service User Engagement Ethos**

Health and Human Sciences Staff should work in partnership with service users in all aspects of the School's work.

The service user experience should be central to learning and teaching on professional modules throughout the School of Health and Human Sciences.

Service users should be involved at all levels of planning for learning and teaching activities.

Where possible, service users should be an integral part of all activity in the School e.g. research, recruitment, programme committees, teaching, practical exams and HCPC & NMC approval events.

The School will hold a data base of those service users who wish to be contactable by any member of staff to take part in School activity; this will include contact details and areas where the service user is prepared to be involved in school work.

Some service users may be prepared to work with individual members of staff and not wish to share their details on a data base, this should be respected and these people should be able to work with the School staff known to them.

The School staff should prepare service users for any activity with a thorough briefing on expected activity.

Staff engaging service users in activity should ensure that they are aware of any special requirements of the service user (e.g. access, timed breaks, fire evacuation procedures where appropriate).

Staff should gain feedback from students and service users regarding any service user activity in modules and report this through module reports.

Service users should be appropriately and consistently reimbursed for work done on behalf of the School of Health and Human Sciences.