



# TULIP USER GROUP

## AIMS

- ✚ To give service users a voice in the decision-making in tulip to ensure that tulip continues to improve the quality of its services
- ✚ To work in partnership to develop services locally
- ✚ To work across tulip to influence tulip's direction
- ✚ To develop service user-led standards across tulip and ensure these are met

## FUNCTIONS

- ✚ To develop, monitor and review a Service Users' Charter
- ✚ To develop, monitor and review service user-led standards across Tulip's services
- ✚ To hold an annual service user event
- ✚ To compile and distribute a Newsletter regularly
- ✚ To develop a T.U.G. 'problem page' in the newsletter and/or on-line, to assist and advise service users
- ✚ To mediate and intervene when service users are dissatisfied with Tulip's services and unable to take this up directly at service level

- + To meet other service users across Tulip and promote the services of T.U.G.**
- + To conduct an annual service user satisfaction survey**
- + To feedback to service users, the changes and improvements that have been made in Tulip as a result of service user comments and suggestions**
- + To contribute to the Tulip staff achievement awards**
- + To develop a T.U.G. website as stand-alone or as a part of the Tulip website**
- + To assist Tulip with the development and reviewing of Tulip policies and guidelines**
- + To promote mental health and recovery**
- + To make links with other organisations**