



Recovery Plan Contract

1. This Support Agreement is made between

Dudley Mind

Also referred to in the agreement as 'The Support Provided' or 'we' or 'us'

And

..... (insert name of individual)

also referred to as 'you' or 'the service user'

This agreement is made on(date)

2. Purpose of the Agreement

This agreement sets out:

The support you can expect to receive from the support provider
What the support provider expects from you

3. Our Responsibilities to provide the support service

We will provide you with a support service as long as both parties believe (acting reasonably) that you require the support we offer.

We will work with you to:

- a) Assess your support needs
- b) Identify goals to be achieved (with the provision of that support)
- c) Agree a plan with you based on what you need to do to meet those goals
- d) Support you to meet the goals identified by providing support or when applicable by identifying other agencies to provide the support
- e) Agree to review your recovery plan every quarter and 6 monthly or sooner should you feel you require it.
- f) Keep records of each meetings and provide you with a copy for your approval

The type of support you can expect to receive is set out in Appendix 1 of this agreement.

4. Your Rights

(i) Confidentiality

We will treat any confidential information we hold about you in accordance with the Data Protection Act 1998. More information about how we treat confidential information is contained within our Confidentiality Policy. A copy of this is available on request.

(ii) Right to Information

You have the right to receive information from us about the way we operate in terms of this agreement and about any of our policies and procedures relevant to the support service we provide.

You have the right to access information we have on file about you except in the circumstances detailed in the confidentiality policy.

(iii) Right to Fair Treatment

You have the right to be treated fairly and without discrimination by us.

You have the right not to be harassed or discriminated against in our performance of this agreement.

(iv) Right to Advocacy/Representation

You have the right to have an independent advocate or advisor when contacting us. At your request we will take reasonable steps to help you find someone to fulfil that role.

(v) Right to be consulted

You have the right to be consulted about the service we provide and any changes we propose. We will also provide you with the necessary means to propose changes yourself.

(vi) Right to complain

You have the right to use a complaints procedure through which you can complain about any aspect of the service. A copy of the complaints policy is enclosed.

If you are still dissatisfied after the complaints procedure has been completed, you have the right to complain to Supporting People, the administering policy (details contained within Complaints Policy).

5. Your responsibilities

You must meet with us on the timescales laid out in the support plan to:

- a) Agree your support needs and the steps that both parties need to take to meet these needs
- b) Attend regular meetings to review your progress against these targets.
- c) Identify further areas where you require support

6. Using the Support

You have been offered support on the basis that you have agreed with us that this meets your requirements. If you feel you no longer require support you should discuss this with us. We will provide you with support up to a maximum of ___ hours a week, this will be subject to review based on your needs.

7. Ending the Agreement

If you want to end this agreement you must give us 4 weeks notice in writing.

We may end the support agreement with you by giving you 4 weeks notice in writing. The circumstances in which we may give notice include:

- a) It is mutually agreeable that it is no longer appropriate for you to receive support
- b) Following a review of the recovery plan it is agreed that it is no longer appropriate for you to receive the support
- c) You have repeatedly refused to accept the support offered.
- d) The Supporting People Administering or PCT authority decides that another organisation should provide the support
- e) If you are Physically/Verbally abusive towards staff
- f) If you fail to adhere to the Government's Smoking Policy

We reserve the right to terminate the agreement immediately if you present a serious risk to our staff because of your threatening or violent behaviour or harassment

8. Signature of the parties

Signed on behalf of the Support Provider

(Name)..... (Date).....

(Position).....

Signed by Service User.....

(Date).....