



# SERVICE USER INVOLVEMENT

*viewpoint*

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*CEO*

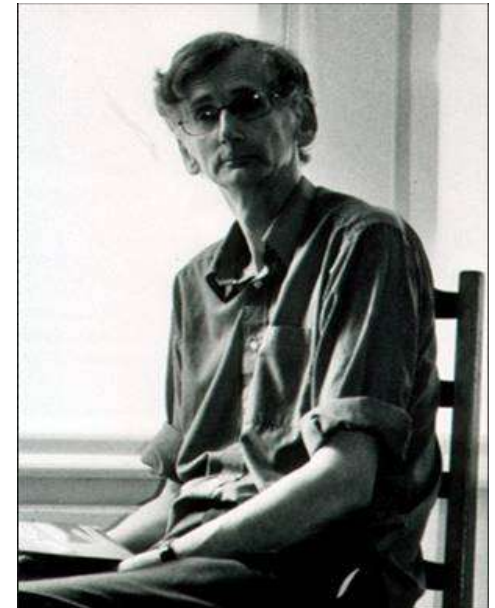
# Involvement in Hertfordshire

- Viewpoint started via a collaboration of the Local Mind Associations
- Became independent in 2003 to enable a focus on involvement
- Mainly funded and supported by the HCC Community Wellbeing Team (CWB). We have received further funding over the years from a number of other funders such as Lloyds TSB Foundation, Box Moor Trust, Christopher Laing Foundation and from your charity.
- Recognise the need for good working relationships with our stakeholders such as both Mind organisations, Guideposts, Turning Point, Change Grow Live (CGL) Spectrum etc.

# Peter Campbell

“The fact that service users now run their own services, educate most groups of mental health workers, even provide a research team at the Institute of Psychiatry, the Service User Research Enterprise (SURE), is an indication of the different type of landscape we are now inhabiting. In short, people with a mental illness diagnosis have gone from being an absence to a presence in the mental health arena. Use of the term ‘Experts by Experience’ in recent years illustrated the distance that has been travelled”.

*From Little Acorns – The mental health service user movement 2005*



# Why involve people?

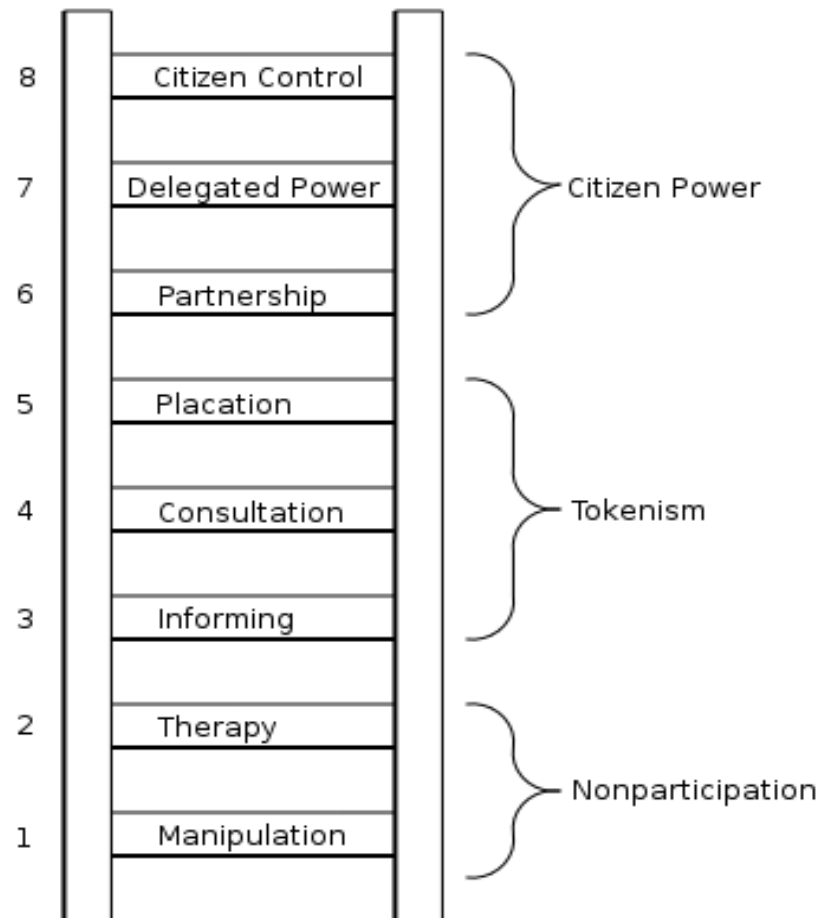
- To understand the end user experience
- To promote ownership of services
- To enable people to voice concerns and issues with the opportunity of recourse
- To increase pressure on services to improve
- To develop a culture of involvement within the care setting from strategic to individual care provision
- To fulfil obligations

# Positives of User Involvement

- Users are experts about their own illness and need for care
- Users may have different but equally important perspectives about their illness and care
- User involvement may increase the existing limited understanding of mental distress
- Users are able to develop alternative approaches to mental health and illness
- User involvement may be therapeutic in itself
- User involvement may encourage greater social inclusion

# Different levels of involvement

- Arnstein – Ladder of Citizen Participation
- Common to ‘upscore’ the level of involvement
- Uncontrolled barriers to involvement often reduce the level
  
- <http://tinyurl.com/jx4ls>



# Which level of involvement?

- Ask WHY am I involving people?
- What do I want to get from them?
- What are the barriers to any decision making?
- How do I best utilise their experience?
- What can I NOT expect from them?

# Barriers to Involvement

- Time – services and service user
- Knowledge – 5 day week versus ‘dip in dip out’
- Expectations and questions – What is realistic to expect people to advise on?
- Representativeness – Not always possible or appropriate – link to expectations and peer pressure
- Reluctance due to perceived / real impact on treatment, especially in D&A
- Trust – The power imbalance of mental health care and Drug and Alcohol
- Previous experience – Involvement and personal care
- Denial of personal experience – their experience vs your perception
- Wellness – The fluidity of a person’s mental health and the impact of involvement
- Resources – adequate allocation of time and money



# Good Examples

- Tender process for:
  - Complex Needs Service
  - Nightlight – Crisis support service
  - Peer Support (Housing)
  - Drug and Alcohol Service (users and carers)
- Peer Listening Project
- Third Sector services review
- liYMH Workshops
- User Training including Involvement training course
- Hertfordshire New Leaf – Wellbeing College
- Hertfordshire Coproduction Board

**Hertfordshire Transgender  
Health Needs Assessment  
2013**

**NHS England's  
'Excellence in Public  
Participation' Awards 2014**

**<http://vimeo.com/87998394>**



# Ongoing Challenges

- Burnout – Expectations can be high and a person's intention to help can mask their wellness
- Trust & Willingness – Been there, done that, not changing, why should I get involved (general apathy)
- Timely feedback from service providers and commissioners regarding outcomes
- Pressures on service providers – Constant changes from above, workload and restraints
- Good involvement does not necessarily mean happy service users
- Maintaining a good relationship with conflicting views

# Questions to ask

- What do I want from service users?
- What stage in the process should I involve people?
- What level will I involve them in, why not earlier?
- What reasons / barriers for this level? (explicit)
- What is the scope for change & why? (Self reflection)
- Information and barrier check – which ones exist and how can they be controlled
- Time and resource allocation – Realistic and shared with the service users
- Feedback – why something can or cannot change

# Questions

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Do you have any further questions you would like to ask me.

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