

USER VOICE

ONLY OFFENDERS CAN STOP RE-OFFENDING

PEER-LED IMPROVEMENTS TO MENTAL HEALTH SERVICES



ABOUT USER VOICE.

User Voice is committed to making the **criminal justice system** work for **everyone**.

Our unique approach has been delivering significant change in the criminal justice system for a decade. **Led by service users**, we bring about transformation in three main areas: **institutions, individuals** and **the agenda**.

HOW DO WE DO THIS?

WE WORK IN THREE WAYS:

1. User Councils bring change for institutions

- We apply our proven council model to prison, probation and other services, giving decision-makers a tried-and-tested route to engagement, feedback and insight from service users.

2. User-Led Change for individuals

- We facilitate user-led change, with service users and former service users stepping up to use their experience to play an influential role in society.

3. User Research produces change in the agenda

- Policy-makers and service providers get the opportunity to learn from, and act upon, the insights of those hardest to reach. Our insight leads the conversation around system change.



USER VOICE COUNCILS.

A **User Voice Council** is an elected group of people in **prison** or **probation** who meet with the governor or probation CEO on a regular basis to put forward **proposals** as **solutions** to problems that are developed from **engaging their peers**. If solutions are accepted, the Council Members work with the prison or probation service to implement them.

We currently facilitate a total of **35 Councils** (21 in prison and 14 in the community).



USER VOICE RESEARCH AND CONSULTATIONS.

Our **peer-led approach** to consultations and research uses a combination of conversations and workshops to uncover the **real experiences** of people affected.

Every project is bespoke and the output is a combination of **rich stories** and **simple actions**. Our work has led to **significant shifts** in the policy debate.

MENTAL HEALTH PROPOSALS – USER VOICE COUNCILS

- Over the last year, User Voice Councils have put forward **47 PROPOSALS** relating to **MENTAL HEALTH**.
- These proposals were made across **14 USER VOICE COUNCILS** – 5 Community Councils (CRC); and 9 Health Councils based in prison.
- The proposals can be grouped by the following **THEMES**:
 - 1. ACCESS AND PROCESSES** – 36%.
 - 2. ENVIRONMENT** – 9%.
 - 3. PEER-LED SUPPORT** – 7%.
 - 4. TRAINING** – 7%.
 - 5. WOMEN** – 4%.
 - 6. STAFF/ SERVICE USER RELATIONSHIPS** – 4%.
 - 7. AWARENESS RAISING** – 4%.
 - 8. RELATED SERVICES** – 29%:
 - GP - 14%.
 - Substance Misuse Services – 13%.
 - Nurses – 2%.

Case Study:

ACCESS AND PROCESS

"I've been in prison now nearly 5 months, been moved, and not yet spoken to anyone [about mental health]."

(Service User – Prison)

WHERE: Kent, Surrey and Sussex – Health Prison Council.

PROPOSAL: Improve access to mental healthcare provision within prison.

OUTCOME:

- Council Members now attend the Mental Health Department Team Meetings in order to understand the department and process, and feedback to wider prison population.
- Mental Healthcare Champions have produced leaflets to outline the mental health services available.
- Mental Healthcare Champions to attend induction for new residents.

Case Study:

PEER-LED SUPPORT

WHERE: East – Norfolk & Suffolk
Community Council.

PROPOSAL: Introduction of a Listener
Scheme to Probation.

OUTCOME: Proposal was accepted by the
local CRC (probation), and User Voice
Council Members currently in discussions
with the CRC about what the service will
look like and how it can be rolled out
safely.

*“That has made a big difference to
me, knowing I can help others that
come out to get it right.”*

(Service User – Community Council
Member)

Case Study:
TRAINING

WHERE: North East – Humberside, Lincolnshire & North Yorkshire Community Council.

PROPOSAL: Provide mental health training for CRC (probation) staff and Service User Reps.

OUTCOME: Service Users and Interserve (CRC/ probation) collectively designed a training package for staff, which will be rolled out across all five CRCs in the area.

“My probation officer is wonderful, she really is, she did a lot for me. I started off very rocky with Probation...I ended up taking an overdose, ended up fighting with everybody...now I feel like I've gone from strength to strength. I work in conjunction with my Probation officer.”

(Service User – Community Council Member)

CURRENT USER VOICE RESEARCH PROJECTS: MENTALISATION FOR OFFENDING ADULT MALES

PROJECT PURPOSE:

Randomised control trial to test the effectiveness of mentalisation based therapy in helping violent men to control their aggressive behaviour.

WHAT USER VOICE DOES:

Peer researchers conduct outcome measures with participants in the community every three months for a two-year period.

IN PARTNERSHIP WITH:



NHS
National Institute for
Health Research

CURRENT USER VOICE RESEARCH PROJECTS: TREATMENT PATHWAY FOR INSOMNIA IN PRISONS

PROJECT PURPOSE:

The development and evaluation of an evidence-based treatment pathway for insomnia in prison.

WHAT USER VOICE DOES:

Co-design of self-management and peer support guidance and training materials by those with lived experience of prison; and peer researchers conduct the evaluation of the treatment pathway with its users.



IN PARTNERSHIP WITH:

Imperial College
London

care^{UK} 
Fulfilling lives. Fulfilling careers

USER VOICE

020 3137 7471

INFO@USERVOICE.ORG

USER VOICE

ONLY OFFENDERS CAN STOP RE-OFFENDING

Prison Council

USER VOICE

Prison Council