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Service user involvement; a risky endeavour?

Why involve service users



Service user involvement is where an organization involves service users in the planning, management, delivery or evaluation of the services that it provides.

Why involve service users



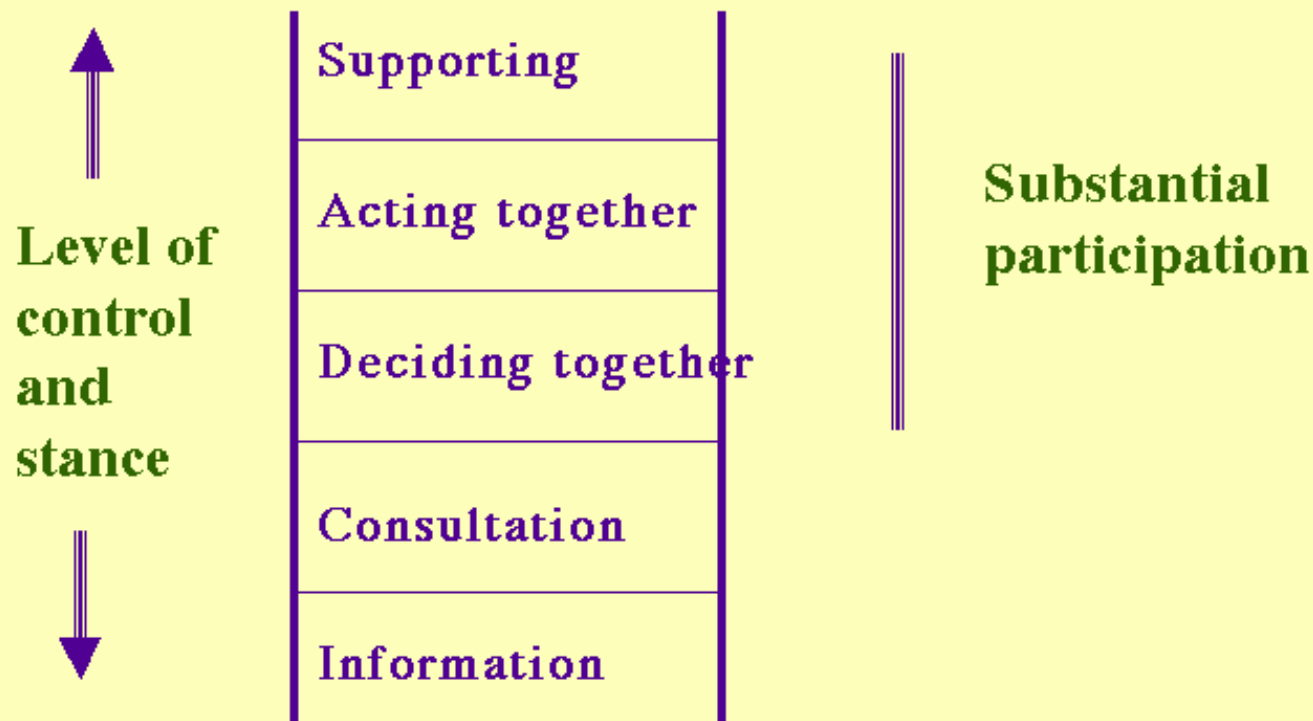
A process by which people are able to become actively and genuinely involved in defining the issues of concern to them; in making decisions about factors that affect their lives; in formulating and implementing policies; in planning, developing and delivering services, and in taking action to achieve change.”

Community Participation in Local Health and Sustainable

Development, World Health Organisation, 2002

Why involve service users

Five levels of participation



What are you aiming at?

Two approaches to understand the ladder

Co-production is the 'gold standard' for SUI

(The Ladder is pathway where co-production is the stage to aspire to)

'Horses for courses'

(Different involvement activities are relevant in different circumstances and stages)

Key motivators underpinning service user involvement ?



- People as assets with skills
- Sustainable system change is achieved through placing power in the hands of communities
- Nothing for us without us
- Determination to break down the barriers between people who use services and professionals

Good fro commissioners?



- Gives direct access to service user insight to drive service specification
- Adds to gap analysis ; recent examples in south west offender healthcare contracting

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Good for service providers?



- Because they have direct experience of services, service users know better than anyone what works and what does not.
- Involving them in your work brings unique
- insights and taps into a valuable resource.
- Driving improvements, highlighting faults and evaluating services

Good for service users?



- Desistance from crime?
- Service user involvement
- A transparent service
- Empowering service users
- Flexible and holistic services
- A strengths-based approach
- Creating a platform to try out new identity

Transforming power relations starts with us

- Through:
- Understanding how power operates and inequalities are maintained
- Critically interrogating our own power and that of our projects

Transforming power relations starts with us

- Resource/Information
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- Expertise
- Connections
- Structural
- Position
- Personal

Challenges and risks

- Tokenism causing delusions of agency and control
- Lack of true intent to transform power relations
- Frameworks of control V agency
- Compliance V voice
- Hierarchy V power-sharing