

Joining up Health, Addictions and Employment Services

Programme design and Service User Involvement



The Sorted Project

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Service user Involvement a definition

A Service User is anyone who uses the services provided by a project, organisation or agency.

Service User Involvement has been defined as “the involvement of service users in the management, design and delivery of services”.



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Sorted programme 12 weeks

Week beginning Monday 10am - 2.30pm	Tuesday 10am - 2.30pm	Wednesday 10am - 2.30pm	Thursday 10am - 2.30pm
Personal Effectiveness	Communication level 1 and 2	Personal project	Job Skills
Guest speakers	IT Skills	Personal project	Healing Realms- Reiki, 1st Degree



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Sorted programme

Week beginning Tuesday 10am - 1pm	Wednesday 10am - 1pm	Thursday 10am - 1pm
Employability and confidence building	Personal Effectiveness	Healing Realms- Reiki, 1st Degree



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Sorted programme

Week beginning Monday 10am - 2.30pm	Tuesday 10am - 2.30pm	Wednesday 10am - 2.30pm	Thursday 10am - 2.30pm
Personal Effectiveness	Motivational training /One to ones Sorted	Outdoor Pursuits- Team Building	Confident Job seekers
Story Telling	Confident Job seekers	Outdoor Pursuits- Team Building	Healing Realms- Reiki, 1st Degree



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What we did

- Regular 1-2-1 interviews
- Informal Group reviews
- Final programme review
- Suggestion box



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What ways can projects Involve Service Users?

What are the benefits, to the Service User and the organisation?



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What ways can projects Involve Service Users

<i>a. Information Sharing</i>	<i>b. Consultation</i>	<i>c. Participation</i>	<i>d. Organisational</i>
<p>Newsletters , Leaflets Posters Videos CD Rom DVD One-to-one contact with key worker Project briefs Presentations at SU meetings Welcome packs Written agreements between service user and project Providing mentors Action plans Care plans Individual learning plans</p>	<p>One-to-one contact with key worker Regular reviews of individual progress Exit reviews Follow Up/Aftercare Suggestion box Graffiti wall/board Surveys Questionnaires Case studies Consultation meetings Service User Forums Focus groups Stakeholder events External evaluations</p>	<p>Service user led committees Peer research Mentoring other service users Supported volunteering (internal/external) Supported engagement with external forums/groups Forum theatre/drama Creative writing Peer education</p>	<p>Staff recruitment Staff induction SU appointed as staff Budget setting/review Design/organisation of project events Service planning/review Constitutional review Involvement of Management Committee/Board</p>



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What are the benefits, to the Service User and the organisation?

- Delivers better services.
- Raises the employability of service users.
- It helps make more informed decision making by service planners and commissioners.



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www.sorted-uk.org

SERVICE
USER INVOLVEMENT

www.serviceuser.org

