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# Service User Involvement

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# Definition



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*'the involvement of service users in the management, design and delivery of services'* (Philips, GHN, 2004)



# Theories behind SUI



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**Rights based** - *self help groups/user-led services – examples include Disabled Peoples' Movement and Mental Health Service User Movement*

**Consumerist** – *users as consumers of services – with related choices*

**Empowerment** – *linked to social justice – users have the capacity to contribute to the services they receive*



# Service Users Rights



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# SUI Principles

All service users have the right to:

- be involved at a level that they feel is appropriate to them and their circumstances at the time;
- choose not to be involved and to change their minds if things change for them;
- the appropriate support to become involved and sustain, develop or withdraw their participation, as they choose;
- expect respect for their contribution.



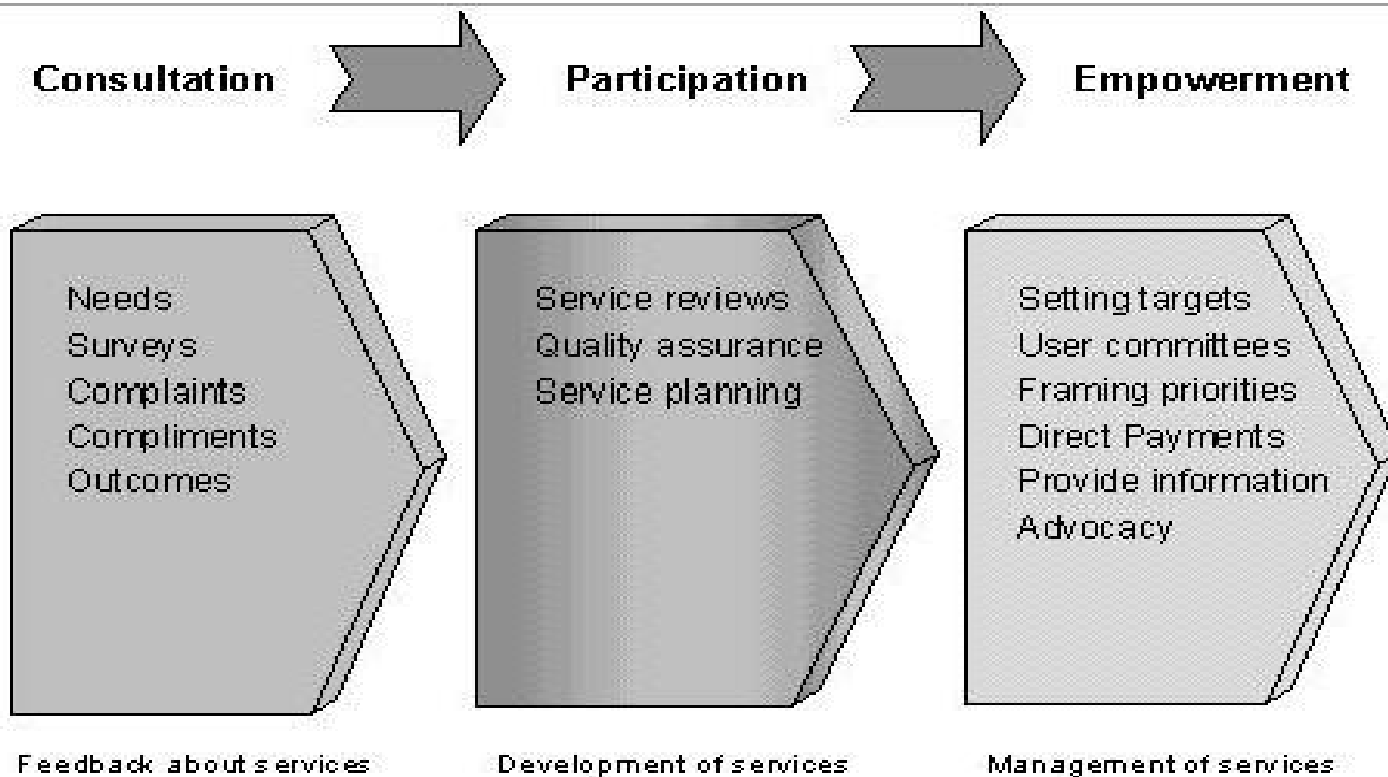
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# SUI – theory to practice



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