

## Service User Involvement Workshop

### **JUFJ forum**

**14<sup>th</sup> February 08**

### **CEC Business Centre**

The workshop was conducted by:

- Brian Robertson (CEC Economic Development)
- Kate Lindsay (Scottish Poverty Information Unit/Glasgow Caledonian University)
- Paul Harvey (Get On Service User)

It consisted of an introduction and scene setting monologue by Brian Robertson followed by a presentation on some theoretical aspects by Kate Lindsay and a user led activity based on the assembled audience's service user involvement in JUFJ as service users themselves (of the JUFJ network) with a round up and short discussion led by Brian Robertson.

Summary of the main workshop discussions are as follows:

What JUFJ staff and agencies use of the JUFJ service:

- Website
- Directory
- Bulletin Board
- Forum
- Minutes of meetings
- Networking/meeting other agencies and workers
- Information sharing
- Access to strategy
- Mandy

How much influence (as Service Users) do agencies and staff feel they have over planning delivery and evaluation of JUFJ service?

- Can participate at forum but how much influence does this have?
- Website provides opportunity for consultation
- Some people felt they hadn't a lot of influence over the design of website, whereas others felt they had
- Can use forum to communicate to strategy group
- Forum should be more for smaller organisations
- Can get involved through subgroups in the planning and agenda setting for meetings etc
- Improvements needed to webpage (user password!)

What can Service Users (i.e. agencies and staff) of JUFJ do to improve the service?

- We could provide 'evaluation' input at end of each meeting
- New participants need settling in/familiarisation time due to wide range of audience

- New participants could be mentored by more experienced members (A JUFJ mentoring programme?)
- Employer sharing
- Feedback from users
- Job strategy team to gain knowledge individually of who is out there by personally visiting premises/teams
- Take more responsibility for input
- Show our organisation has a voice
- Jobs strategy team to meet local networks, client groups, service providers to identify needs
- Use Mandy for any suggestions
- Getting people more actively engaged
- Make sure opinions are heard
- Ensuring organisations act in the best interests of service users
- Dynamics of network take into account input of new members – mentoring/buddying

A brief, anonymous, survey was carried out at the end of the session asking people to describe their input (and desired input) along a spectrum from passive to active. The results of this were as follows:

- Approximately 95% of respondents (14 in total) considered their involvement as less than 50% active, with the bulk of these almost completely passive
- Approximately 75% of people would rather be more active (the bulk of these desiring over 75% more involvement) with
- Around 25% of respondents happy with their level of involvement.

Whilst the workshop itself was intended to promote Service user Involvement within the JUFJ network, the methodology applied allowed for some evaluative data to be collected regarding the level (both actual and desired) of involvement of JUFJ staff and agencies in the operations of the network. This data offers some further possibilities for JUFJ Service Users (i.e. agencies and staff) to become more involved in the running of their own network and some of the suggestions make clear reference to how this may happen.

Only time will tell however, if the workshop on Service User Involvement can stimulate services to involve their own service users further in the running of their service.

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