

Welcome

Thank you for joining our workshop.

We will cover
Involving service users in commissioning
Commissioning service user led services and
individual support

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What has been achieved by service user groups

Examples:-

- Involvement with Statutory agencies:-
 - providing a voice – consultation
 - staff recruitment
 - training professionals
 - monitoring services
 - research
- Involvement in commissioning process – patchy at best
 - via
 - LITs – and sub groups of LITs
 - Mental Health Partnership Boards
 - Mental Health Forums
 - Tendering Process

What has been achieved by service user groups

- Advocacy – Patients councils
facilitating employment directly or via support to individuals to return to work
- Capacity building conferences
training
- Campaigning anti-stigma work
promoting use of direct payments
- Cultural work
art
poetry
festivals

Strategic input from service user movement

- Lack of resources and capacity has led to inconsistencies even competition at strategic levels
- Some individuals, like myself, participate by gaining collective voice and then sitting on strategic bodies such as:-
 - Equalities and Womens Mental Health board
 - National Mental Health Partnership forums – NHS Confederations' Mental Health Network
- Its not good quality participation therefore, need for, National Network

National Survivor User Network

Build capacity

We aim to build the capacity of members by offering them information about and links to:

- Like-minded organisations
- Training
- Mental health policy briefings
- Funding sources
- Guidance on good practice in the sector
- Support in profile-raising
- Sharing data collected.

National Survivor User Network

- Where needed, we will create new regional or specialist networks to build a strong national network of service user organisations and support what already exists e.g. Dream Team in the SE.
- **We are not a voice or a representative for the service user movement.** Instead we enable the voices of our members to be heard.
- We are led by mental health service users.
- We reflect and value diversity.
- Therefore we will prioritise regional and specialist service user organisations not well served by existing support mechanisms.
- We are independent, open and transparent in our decision-making, finance and organisational structure.

A Wellbeing Approach to Involvement

It is essential people benefit from their involvement!

One Approach

No short cuts



See Good practice Guide

Involvement Resource Pack - NIMHE

Service Users role in the commissioning process

Provided any approach taken to involving service users is beneficial the added value will be

To Commissioners:-

- Engage service-users in involvement generally at all levels ensuring that lived experience provides influence and insight into developments.
- Link to existing systems e.g. current services and support to enhance what can be offered.
- Act as a support for organisational change, which will make Service User led services more attractive to commissioners who are looking for innovation and new effective ways of providing services and support.

Service Users role in the commissioning process

To Service Users:-

- Promotes employment and education opportunities, participating in training and research, support for peer led review and evaluation of services, raising the profile of Service User experience and the wellbeing/recovery agenda.
- Enable support with people from marginalized and minority groups in a self directed way.
- Increase awareness and understanding of wellbeing/recovery and how to support it from the service-user perspective, enabling; self-management; self-directed support and development of peer support and social inclusion.
- All of the above is in line with the personalisation agenda e.g. direct payments.

Service provision to service users

Current examples:

drop ins

cafes

crisis service – Leeds

befriending services

community interpreting

International examples – peer led services

What are Direct Payments?

They are payments made to an individual by Social Services as an alternative to, or in addition to, the direct provision of services to that person.

Independent Living

- Is about Choice and Control
- Is not about doing everything yourself
- Is about having enough support to lead the life you choose

Examples of Use

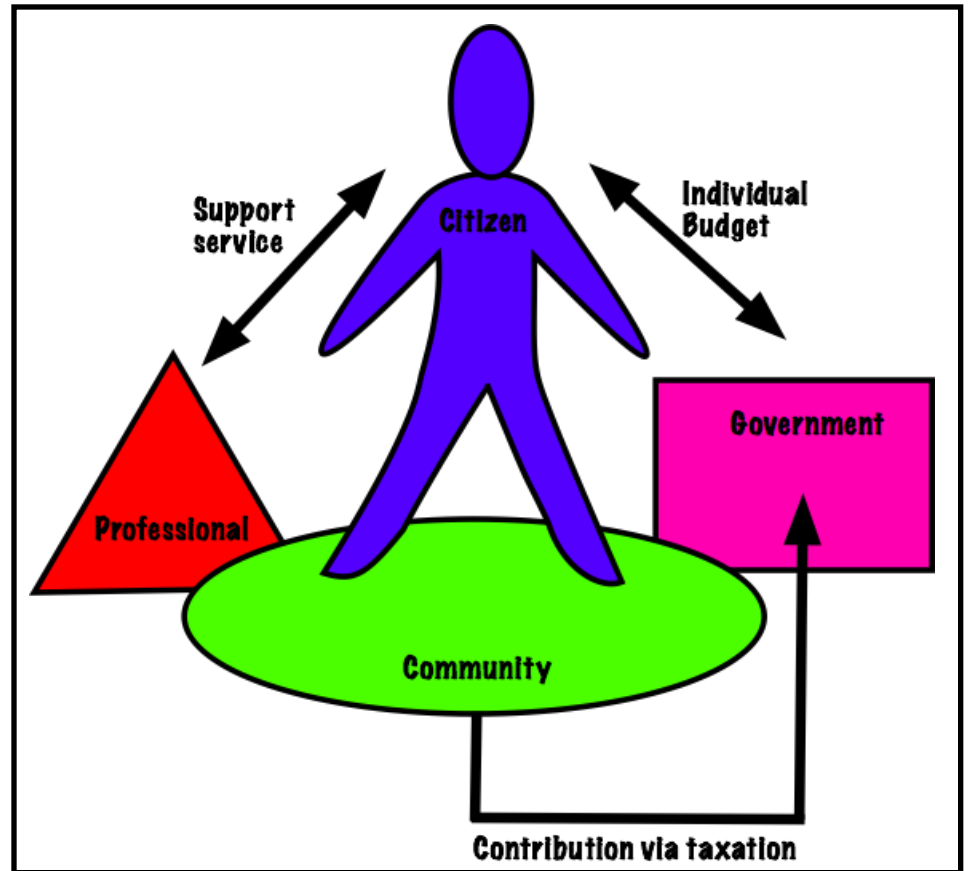
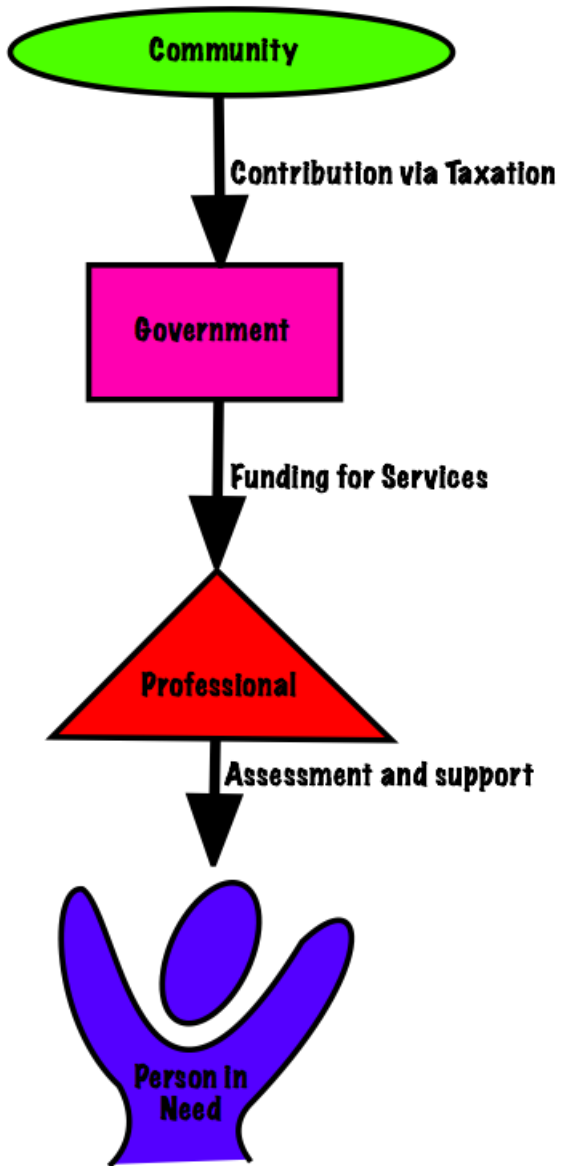
- Social support
- Domestic support
- Personal care
- Practical support
- Transport
- Education
- Arts
- Leisure
- Respite
- Childcare
- Therapeutic support
- Night sits

Benefits and Impact

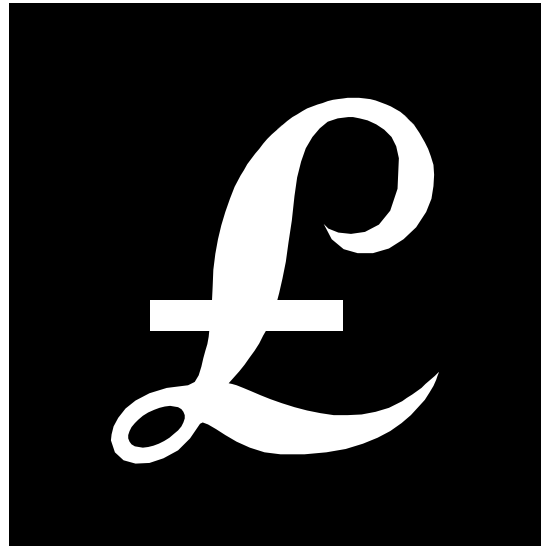
- Mainstream activities
- Increased confidence, self esteem, assertiveness, independence, control over life
- Positive impact on mental health
- Increased sense of purpose & optimism
- Enabled recipients to do what they wanted to do in way they wanted to do them
- Quality of support crucial
- Difficulties in exercising choice & control

Individual Budgets

- Pooling of monies
- “Build in support from ordinary people and community organisations”
- Principles for Self-Directed Support
 - Supported deciding making, Support Brokerage, Fair entitlements, Openness, Flexibility & Learning



Where next?



Health monies given to users?



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