Supporting People User Involvement Statement

1. Aims

1.1 The Nottinghamshire Supporting People Partnership is committed to informing, consulting with and involving service users and carers in the delivery and development of the Supporting People programme.

1.2 The User Involvement Statement will outline how service users will access information about the local Supporting People and be involved in:

- The development of the Supporting People Strategy,
- Evaluating the quality of existing provision and proposing improvements,
- The planning and development of new services,
- Setting standards for service delivery,
- Service reviews, considering using service users acting as reviewers.

1.3 This Statement considers how to involve service users not easily engaged in consultation or excluded from current user consultation mechanisms.

1.4 This Statement outlines our existing methods of user involvement and sets out plans to build a range of ways of better involving service users.

2. Progress to date

2.1 Supporting People teams face challenges working with a broad range of user groups. Many service users are not easily engaged in consultation or are excluded from current user consultation methods. Some service users may not perceive themselves as users of a service. For this reason, it is anticipated that the Statement will incorporate a range of ways in which the views of users can be incorporated into the developing programme.

2.2 Each service group within the five year strategy has a specific service user section.

2.3 Work to involve service users in the programme to date is outlined in the table below:

Method of Consultation	Issues consulted on with service users			
	Identifying gaps in current provision	Developing the Supporting People Strategy	Service planning and development	Evaluating the quality of provision
One off consultation events, including Speak Outs	✓	✓		
SP Website				✓
Service Reviews			✓	✓
Validation Visits			✓	✓
Inclusive Forum	✓	✓	✓	✓
User Forums				

2.3 As part of the development of the local programme, the Supporting People team will review the effectiveness of the mechanisms it uses:

➢ To assess the extent to which the Virtual Inclusive Forum captures the views of all the programme's service users.
➢ To look at ways in which current mechanisms used by the team to ascertain users' views – such as during Validation Visits and Service Reviews - can be improved, building on work already underway.
➢ To identify gaps in user involvement at all levels.
➢ To ensure that the information captured through these mechanisms is clearly routed and used to inform the programme's development.
➢ To consider the extent to which people excluded from previous user consultation mechanisms are now included.

The information gathered will be used to inform the developing Supporting People Strategy.

3.   User Reference Groups

3.1 To ensure the Supporting People programme responds to the needs of service users, a number of service user and carer Reference Groups will be established to consider specific issues. These Reference Groups will be asked to:

o Consider information needs,
o Provide experiential information to assist Service Reviews – identifying good practice and services that are responsive to individual's needs
o Consider plans to develop or reconfigure services and help to shape these plans.

3.2   The reference groups will comprise, mainly, of service users. In administering these groups the Supporting People team will ensure that the Group is:

- ➢   Clear what we are asking and how the information will be used,
- ➢   Clear about what service users can and cannot influence,
- ➢   Provided with information to enable service users to make informed choices,
- ➢   Appropriate to service user needs, with advocacy and support available as appropriate,
- ➢   Provided with feedback on how their views have been taken into account.

4.   Quality Assessment Framework - User Involvement

4.1   A key factor in ensuring user involvement in Supporting People is the role of providers. For this reason, the Supporting People team intends to require service providers to self assess and be measured against a set of quality standards specifically relating to user involvement.

4.2   The ODPM have identified four levels of service user involvement for organisations providing housing related support. These are outlined at Appendix 1. We have based our targets around the levels identified by the ODPM and will consider introducing these standards as part of the Quality Assessment Framework (with Level 1 equating to QAF Level D, Level 2 with C etc.) within a timescale agreed with providers.

5.   Action Plan

Key Commissioning Theme: Service User Involvement					
Levels of user involvement identified by the ODPM	**Task**	**Timescale**	**Impact**	**Lead**	**Partners**
Exchange of Information	• Validation visit service user questionnaires to be developed in conjunction with the Service User Reference Groups, in a variety of formats to meet the needs of users.	05/06	Information produced by the Supporting People team is accessible to all user groups.	SP team	SP Providers and Service User Reference Groups.
	• Develop Validation Reports and Service Review Outcome Reports to better incorporate service user feedback.	05/06		SP team	SP Providers.
	• Continue to develop Supporting People information in a variety of formats appropriate to service user's needs such as leaflets and videos.	05/06(and ongoing)		SP team	Providers, Service User Reference Groups.
	• Develop a specific service user page on the Supporting People web site.	07/08		SP team	N/A
	Promoting the Supporting People website which includes a data base of Supporting People services.	08/09		SP team	N/A

Planning day to day activities.	• Review the input from service users into the various consultation fora regularly attended by the Supporting People team. Ensure these groups incorporate the views of service users where appropriate and seek alternative ways of consulting with users whose views are not represented through existing fora.	05/06	Service users are consulted on all aspects of the development of the Supporting People programme. Staff are adequately trained on issues surrounding service user involvement.	SP team	Fora Groups.
	• Provide details of service user groups and fora, including the Reference Groups, on the Supporting People web site for service users and carers to access.	06/07		SP team	Service user groups and for a groups.
	• Develop an ongoing training plan for Supporting People staff undertaking reviews, focussing on issues such as the barriers to service user involvement and awareness training around issues for particular user groups.	05/06(and ongoing).		SP team	N/A
	• Develop service user reference groups.	05/06		SP team	SP Providers, Reference Groups.

	• Support the inclusion of user representatives in strategic planning groups.	07/08		Service user reference groups	SP team, Supporting People Providers.
Involving service users in more broad based activities	• Plan the involvement of service users in undertaking scheme reviews with the Supporting People team. Arrange for service users to receive training to do this.	08/09	Services users are involved in reviewing and remodelling services.	SP team	SP Providers
	• Consider service users participation in mystery shopping of services being reviewed. Specific training would be required.	08/09		SP team	SP Providers, User Reference Groups and Training Consultants.
	• Involve service users in the re modelling of existing services. Consider mechanisms for involving service users in service planning.	06/07		SP team	SP Providers, User Reference Groups.
Involving users in service management.	• Ensure training is available for providers on service user involvement, giving providers the opportunities to share models of good practice with other providers.	07/08	All providers will have expertise in user involvement. All service users will have the opportunity to be involved and consulted on service management.	SP team	SP Providers

	• Encourage providers to share good practice around user involvement.	07/08		Providers	Spouse Consultation Groups.
	• Identify any people excluded from user consultation mechanisms. Work with providers to ensure appropriate channels of consultation are set up.	06/07		SP team	User consultation groups and SP providers.
	• Work with providers to ensure the requirements of the User Involvement QAF are being worked towards.	05/06		SP Providers	SP team
	• Encourage providers to share the outcome of user consultation with the Supporting people team to inform service reviews and strategy development.	08/09		SP Providers	SP team

Appendix 1

Level	Objective	Examples
Level 1	Exchange of Information	Distributing regular newsletters. Producing information in a variety of formats appropriate to service user's needs, for example leaflets produced in a number of languages.
Level 2	Planning Day to Day activities	Providing opportunities for people to get together, for example house meetings, focus groups.
Level 3	Involving users in more broad based activities such as planning and evaluation of services and policy development	Involving service users in the development of new services for example consultation around changes to staffing structures. Evaluation of policies and procedures such as reviewing complaints procedures. Consultation on current service standards such as giving feedback on maintenance standards.
Level 4	Involving users in service management	Involving service users in staff training and recruitment. Service users invited to attend board meetings, AGMs and conferences.