

**Report to:** Board of Directors (Public)  
**Paper number:** 2.4  
**Report for:** Information / Discussion  
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**Report of:** Andy Rogers, Chief Operating Officer  
**Fol status:** Report can be made public

**Strategic aim supported:** *Helping People to live well*  
**Cultural pillar supported:** *We value each other We are connected*

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**Title:** Implementing the Service-User Involvement Strategy

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### Executive Summary

This report describes the achievements in service-user involvement in the last 12 months and sets out some objectives for the coming year which we will measure ourselves against to demonstrate the strategy is effective and service-users are engaged in their own personal recovery journey, and are more visible, and have a stronger voice engaging with services as partners to improve services in the Trust. In 2018/19 progress will be in evidence by there being:

- a strong and diverse service-user network which represents the communities we serve and registers service-users skills and interests in getting involved in Trust business;
- Increased membership in all service-user groups, and co- chairing arrangements in place for the Service-User Alliance;
- a group of service-users trained to speak at the Induction training and to be part of committees; and
- refreshed interview training.

In this last year we have made some significant gains. The strategy has introduced a framework for the areas the Trust needs to focus on, and although these are set out in themes it has enabled staff in all areas of the organisation, and service-users to have a reference point from which they can develop action plans.

Some of the key developments are:

- appointing the Service-User Involvement Facilitator;
- establishing regular Service-user Conferences;
- creating a new Service-User Page on the Website with information about service-users groups and involvement opportunities; and
- engaging service-users in the Estates strategy and St Pancras site re-Development.

We have also had feedback from the service-user representative at a recent CQRG 'Service- User involvement is very positive in the Trust, it feels like we have more of a community, and people(service-users) are talking to each other about what is going on in the Trust'.

There is more work to do to and this will require further engagement and support from all areas of the Trust. The feedback from service-users is much more positive than in previous years but it is clear that a bigger more diverse service-user network will help meet the challenges and future developments in service provision. The Trust is very committed to working alongside service-user to ensure they are at the centre of their recovery and engaged with the strategic priorities of the Trust.

### **Recommendation to the Board**

The Board of Directors is requested to:

- **RECEIVE, CONSIDER** and **COMMENT** on the report, the stated priorities and identify any gaps or areas to develop.

### **Risk Implications**

None.

### **Finance Implications**

None.

### **Equality and Diversity Impact / Single Equalities Impact Assessment**

N/A

## **SERVICE-USER INVOLVEMENT STRATEGY Update Report to Trust Board**

**Deborah Wright- Head of Social Work and Social Care**

**Jenifer Dylan – Service-User Involvement Facilitator.**

### **September 2017**

The Service-User Involvement strategy is the overarching plan in the Trust to support service-users to have a stronger voice, be supported in involvement opportunities as part of their personal recovery journey or to use a platform to develop skills and knowledge which may enhance opportunities for future employment. Staff have also welcomed the strategy and in particular the post of Service user Involvement Facilitator as there is now an operational and strategic lead for engaging service-users in Trust business and this is shared across all parts of the Trust. Although the achievements in the last year do not demonstrate a step change in staff behaviour, they do mark changes in staff awareness and positive engagement with service-users, service-users feeling 'listened to' and more inclusion in some of the Trusts key projects. Areas of success are:

- Appointment of Service-User Involvement Facilitator (SUIF) who started in post July 2017.
- Service-user Conferences established in the Trust- Dec2016, April 2017 and next one planned for 29 Sept 2017.
- Programme for Peer Mentoring in Primary Care – Jan- Feb 2017.
- Evolution meetings exploring how to implement the Clinical Strategy.
- New Service-User Page on Website, detailing service-users groups and contact details.
- Service-users involved in re-designing Care plans programme.
- Service-user reps on Committees and strategic meetings, Mental Health Law Committee, Equality and Diversity, Quality Committee.
- Regular Service-user presentations to Board.
- Recovery College increased number of courses offered- co- developed with service-users
- Investment in Service-user involvement payments £36,750 2016/17, and £20, 500 by end of Q22017/18.
- Feedback at a recent CQRG 'Service- User involvement is very positive in the Trust, it feels like we have more of a community, and people( service-users) are talking to each other about what is going on in the Trust'.

### **Implementing the Service-User Involvement Strategy**

The strategy, written in 2016 sets out five themes. These are to:

- **improve access to information so service users are more in charge of their own care;**
- **ensure staff have the skills and information about local resources to support services users in individual care planning and recovery;**
- **ensure service users know how to get involved in the trust planning and monitoring of services feeling confident they will be supported. Build stronger collaborative working with the service user alliance and the range of service user groups to ensure active co-creation;**
- **build a model of peer work, offer training to service users in their own right and with staff enabling the development of new skills and access to new roles; and**
- **set clear robust systems for ensuring service users are valued, rewarded and remunerated for their work.**

These are aligned with the Trust 3 key priorities

## **Early and Effective Intervention, Helping People to Live Well, Research and Innovation.**

And the Cultural pillars that help our organization and community achieve these are:

**We value each other; We are empowered; We keep things simple; We are connected**

### **1. Improve access to information so service users are more in charge of their own care.**

#### **Developments**

There is now a service-user page on the website, which has the details and contacts for six local service-user groups. There is also information about the Governors of the Trust listing the service user governors with their contact information. The service-user Involvement facilitator send out regular emails to service-users we have contact details for, sharing information about service-user involvement opportunities in other Trusts/ local organisations and events which may be of interest.

#### **Next Steps**

- The Service User Involvement Facilitator (SUIF) will work with the Communications team to provide more information on the website so staff and service-users can find out about service-user groups and information about Trust events that service-users may want to get involved in. Comms will also send these out in the internal weekly staff bulletins. **-to be completed by November 2017.**
- Explore the possibility of a service user page on the intranet with links to organisations outside of the Trust - community networks and voluntary sector information. Ensure it is updated regularly. **Lead by SUIF. On-going.**
- Create a designated service user notice board to be updated to share information/events/articles of interest. SUIF and the Alliance members to contribute. **-to be completed by January 2018.**
- Continued working with all trust staff to explore further training within Recovery College **On-going – SUIF.**
- All information and communication will meet the accessible information standards and be sent out in different formats and thru different means to ensure all service-users groups are reached **-on-going.**

### **2. Ensure staff have the skills and information about local resources to support services users in individual care planning and recovery.**

#### **Developments**

The Practice development nurses and the Care plan re-design group have worked with service-users to refresh the template for care plans so they are easier to understand, more personalised and reflect the care needs of the service-user in a way they understand and can contribute to. There are links on the intranet to local resources, for example Camden community links, and other local resources in Islington.

#### **Next steps**

- To ensure the intranet has up to date information and links to external organisations. Also to ensure there is regularly updated information about the Recovery College, and any events.
- SUIF to work with Communications Team to develop greater service user information on the Trust website and look at the groups that are least represented in the trust to ensure the diverse communities we serve are kept informed– **to be completed by December 2017.**
- SUIF will work with Recovery College on enhanced 'recovery focussed' training. **On-going**
- SUIF to liaise with Recovery College around on-going staff training in Co-Production. **On-going.**
- SUIF to work alongside Communications Team to review the existing Service User 'slot' in the Trust Induction and create a more in-depth message about involvement in the Trust - **to be completed by January 2018.**

- In-house training with service users to create a team of 'inductors'.- **to be completed by January 2018.**
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**3. Ensure service users know how to get involved in the trust planning and monitoring of services feeling confident they will be supported. Build stronger collaborative working with the service user alliance and the range of service user groups to ensure active co-creation.**

**Developments**

The Trust website now has good information for service users including links to Recovery College, the service user groups and forums and the opportunities open to service-users to become more involved and to use their expertise and lived experience in the Trust. Service-users have also been involved in the site re-development plans. The Executive team have met with 5 local service-users groups, this includes BME and gender specific service-user groups and the exec team has presented twice at the service user alliance and at the service-user conference. Service users were able to share their views and some of their concerns for example;

- 'The poor transport links to one initial option- re-locating to St Ann's
- 'The irreversible selling-off of 'precious' NHS resources, namely the St Pancras site'. The Executive team were able to address these issues and share ideas about possible solutions and also trade-offs' for example offering some of the land on St Pancras site to other NHS providers and selling off a portion for affordable housing.

**Next steps**

- The consultation for the site re-development plans will continue- **on-going.**
- SUIF to work with Communication Team to enhance current Intranet information in line with the website and have it available for all operational and corporate staff and promote it on the weekly staff bulletin – **to be completed by November 2017.**
- SUIF will regularly share and receive information via emails, meetings and visits to service user groups and forums. Regular updates will be available at the Service User Conferences- **on-going.**
- SUIF to work closely with the Recovery College staff to assist in the promotion and advertising of the relevant training in Co-Production and working with peer support workers. Liaise with Recovery College. SUIF to work with the Recovery College. Advertise and widely promote the course offered at the college-**on-going.**
- SUIF to liaise with HR on levels of service user involvement. Help with any concerns, questions. Produce accessible, clear information packs for service users about all the Service User groups in the Trust not just their own or past services. SUIF to work with HR to develop the data base of trained service user adding specialist skills and interests-**on-going.**

**4. Build a model of peer work, offer training to service users in their own right and with staff enabling the development of new skills and access to new roles.**

**Developments**

There is a revised and updated Recovery Strategy, which links directly with the Service-User Involvement Strategy.

The number of courses offered at the Recovery College has increased year on year, all courses are Co-produced and designed Courses at the Recovery College.

There is progress and developments in HR to increase peer work and other opportunities which could lead to employment for those who have lived experience of mental health issues. Other routes currently being developed are apprenticeships.

This is an area which is on-going and SUIF will work closely with the Side by Side Network to help ensure further investment and planning to sustain a step- change

**Next Steps**

- SUIF to liaise with staff and SU for new and creative ideas for involvement via the Alliance and meetings **On-going.**
- SUIF to advertise information on the Intranet and website ensuring this information reaches all service-user communities particularly those who are underrepresented in the Trust. SUIF to work with small working groups within the Alliance membership and other service users to help promote existing opportunities. **On-going.**

- SUIF to keep in regular contact with Recovery College to plan and think about new training opportunities. **On-going.**
- Actively reach out to all people who might be less represented – i.e. who may fit into the 'protected characteristics' categories **On-going.**
- SUIF to attend the Quality Improvement Training with a view to leading a QI project on Service user Training for Interview Panels and attend the QI session for service users in October **From September 2017.**

**5. Set clear robust systems for ensuring service users are valued, rewarded and remunerated for their work.**

**Developments**

The Trust is now a member of the Patient Participation and Investment (PPI) group with other Trusts which meets quarterly to share ideas and discuss Service-User Involvement.

The Trust is not an outlier for reward and recognition but the systems to support reward and recognition need to be promoted and applied consistently across the Trust.

There has been a year on year increase in the amount the Trust invests in service-user involvement. The challenge is to ensure more service-users are included in involvement opportunities and the diverse communities we serve are reflected in our service-user network.

**Next Steps – SUIF** will finalise a new robust, clear and consistent Reward and Recognition scheme. This will entail: (how, who, when, for all of these)

- Clarity, consistency – The system will provide a four tiered approach - minimum payments/reward system to reward and Recognition with choices available.
- Prompt payments by close working and support with HR.
- SUIF and Deborah Wright will evaluate this annually. Qualitative and quantitative.
- Information will be shared on the intranet, website.
- Service User Involvement Packs to be created and distributed to staff and service users.
- Monitored and evaluated to ensure a fair system in line with national guideline.
- Provide support, help and advice by providing links to outside agencies such as DWP **-To be completed by January 2018.**

**Priorities for 2017/18**

- To finalise a new robust, clear and consistent Reward and Recognition scheme for all service users who work with the trust in involvement.
- To ensure the service-user network and those who are involved in service-user involvement opportunities represent the communities we serve, and in particular those communities that are under- represented.
- To have a large pool of people for recruitment and selection panels.
- To improve information for staff on the intranet.
- To ensure there is a team of people for the Trust Induction days.
- To work closely with the Recovery College to help create future training packages.
- To review the training for Interview panels.