

So you want to do some service user involvement?

Firstly, it's important to ask a number of key questions –

Why do you want to involve service users?

- Because you have to?
- Because you want to?

What do you want to involve service users in?

- Giving information?
- Getting information?
- Planning something?
- Doing something?

Who do you want to involve?

- People with a connection to a specific service?
- People from a range of circumstances?
- Ex-homeless people?

Who should you be talking to?

- Are there existing networks of homeless people in your area?
- Do you know if any other work has been done before?
- Who else could help you?

When do you want to do it?

- What are your time scales?
- Do you have a time scale plan?

Where do you want to do it?

- Premises?
- Location?

How are you going to do it?

- What planning do you need to do?
- What method of involvement would be best?
- Who is doing it?
- What do you need to do to make it good?
- What happens at the end?

Training Case Studies

Group 1

You work for a Local Authority in Homelessness Planning and you have to develop a local Homelessness Strategy as per the Housing (Scotland) Act 2001.

You have been asked to involve homeless people in this, how are you going to do it?

Can you elect a scribe to write down your plan and / or somebody to feedback.

Also, can you record issues or difficulties that you think you might encounter on a separate piece of paper?

Group 2

You are a manager of a voluntary sector accommodation project for young men and women. As part of the Supporting People Service Review process you are required to evidence that you involve homeless people in the running of the project.

How will you evidence this?

What might you do to address any gaps in involvement activity?

Can you elect a scribe to write down your plan and / or somebody to feedback.

Also, can you think of any issues or difficulties you think you might encounter and record these on a separate piece of paper?

Group 3

You are overseeing the closure of a direct access hostel for long term 'street drinkers' and you want to find out what the people who use the service think and what replacement services(s) may be needed.

How will you go about finding this information out?

Can you elect a scribe to write down your plan and / or somebody to feedback.

Also, can you think of any issues or difficulties you think you might encounter and record these separately?

Group 4

You are a project worker in a day center for homeless people. A number of regular users of the Centre approach you with the idea of setting up an activities programme. You know your manager is not keen on the idea but the service users are willing to help and you think it's a good idea.

What are you going to do?

Can you elect a scribe to write down your plan and / or somebody to feedback.

Also, can you think of any issues or difficulties you think you might encounter and record these separately?