ESSEX SUPPORTING PEOPLE - SERVICE USER INVOLVEMENT STRATEGY

1 SUMMARY

1.1 The purpose of the report is to agree the Council's response to the Essex Supporting People draft strategy on service user involvement.

1.2 A copy of the draft strategy is appended.

2 INTRODUCTION

2.1 Essex Supporting People have developed a draft strategy which sets out its vision and commitment to ensuring service users are involved in all aspects of the Supporting People (SP) programme.

2.2 The draft strategy has been developed to reflect the feedback gained from service users and their representative organisations on how service users would like to be involved in the programme. The Supporting People Commissioning Body and Core Strategy Development Group have agreed the strategy.

2.3 The strategy will be reviewed annually and the action plan updated accordingly. This will be through an annual consultation event.

3 FUTURE DEVELOPMENTS

3.1 Supporting People will be focusing on certain key areas during the next year in order to:

(a) Increase engagement and involvement of those groups where engagement has traditionally been weaker and also with potential Supporting People service users.

(b) Improve service user awareness of Supporting People, ensure that involvement is less ad hoc and that consultation fatigue does not occur.

(c) Further improve service user involvement in the service review process and develop practical performance indicators to establish whether service users consider providers are helping them to live independently.

4 RESPONSE

4.1 The Supporting People team have invited responses to the following specific questions as well as any general comments on the strategy

(i) Do you agree with the four levels for service user involvement that are based on service users level of interest?

Suggested Response:

The four levels of service user involvement appear to be appropriate

(ii) Do you think that the methods for service user involvement are effective?

Suggested Response:

The proposed methods are considered to be effective.

(iii) Do you think that a SP user newsletter will be an effective tool for communicating about SP with service users?

Suggested Response:

Whilst a newsletter is likely to be an effective form of communication it may not be appropriate for all service users and alternative methods should also be considered.

(iv) Do you think the proposal of setting up an SP Core Service User Group will be effective or should SP just carry on involving service users through existing meetings and groups?

Suggested Response:

A Core Service User Group would be effective provided that a sufficiently wide range of client groups is represented and adequate training is given to service users. As the success of the Group would ultimately depend on the commitment shown by the service users it would be essential for them to be fully supported in their role.

(v) Do you agree with the points in the checklist for before, during and after the involvement activity?

Suggested Response:

The checklist appears to be sufficiently comprehensive to ensure that the involvement activity will be successful.

5   **RECOMMENDATION**

5.1   It is proposed the Committee **RESOLVES**

      To consider the draft strategy and agree, subject to any comments, the suggested responses detailed above.

Graham Woolhouse

Head of Housing, Health and Community Care

Background Papers:-

None

For further information please contact Alison Nicholls on:-

Tel :- 01702 318052
E-Mail :- alison.nicholls@rochford.gov.uk