

Service User Involvement Action Research Project

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CAPITAL CITY PARTNERSHIP

Social Justice in Edinburgh



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ROSEMOUNT



Equal



Health and Employment for All

www.equal-access-scotland.org.uk

action

two

Kate Lindsay

Glasgow Caledonian
University

Service User Involvement Project



Main Objective:

‘To monitor and evaluate the development of service user engagement in service development and planning amongst the EQUAL Theme A projects individually and collectively.’

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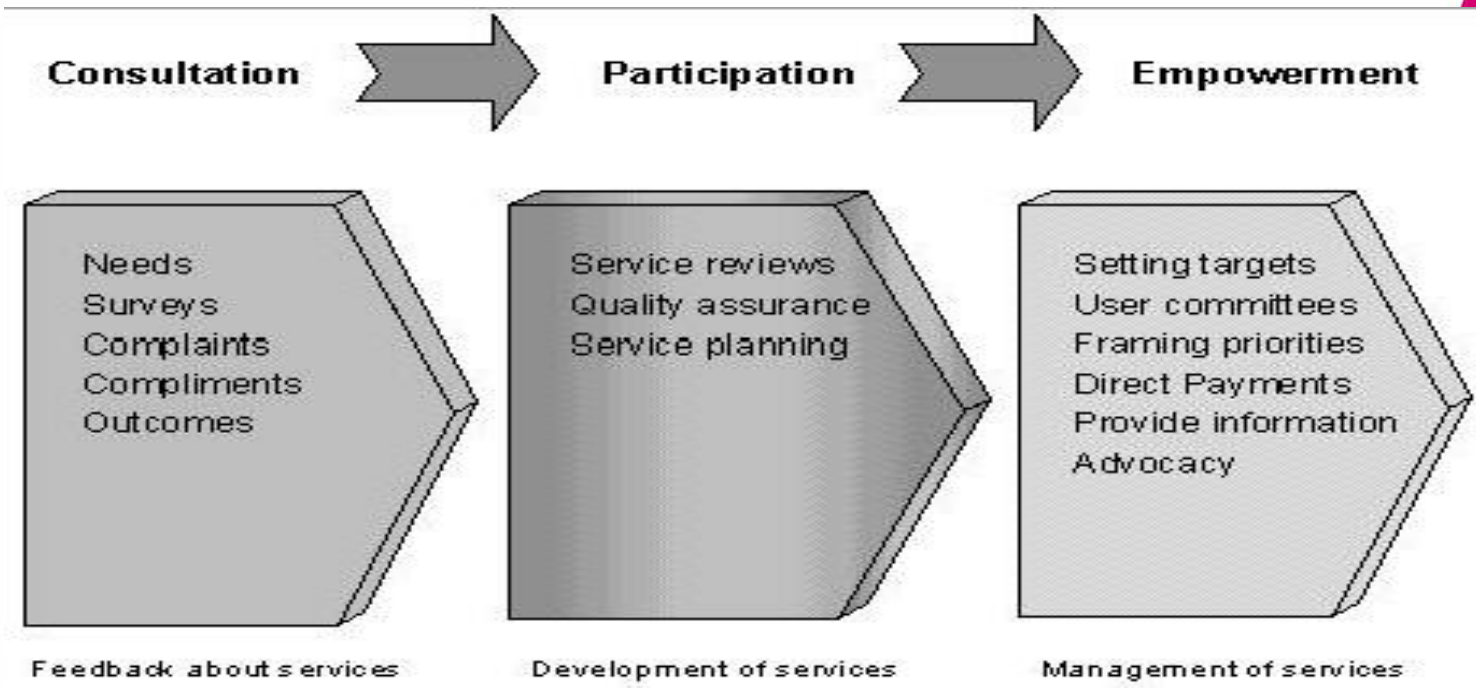
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SUI definition

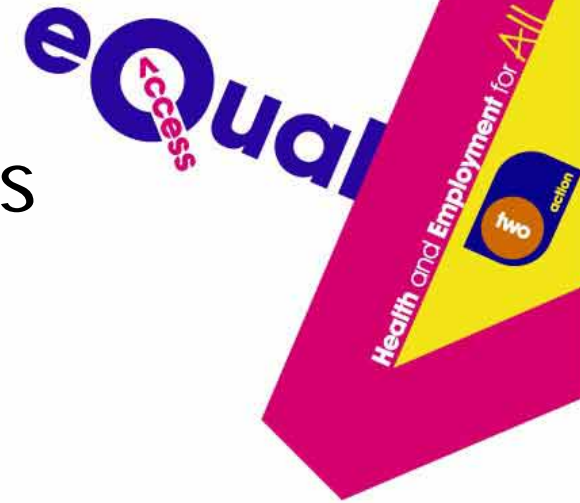
'the involvement of service users in the management, design and delivery of services'
(Philips, GHN, 2004)



SUI in Practice



Action Research Pilots



- Wellconnected
- Community Renewal
- Rosemount Lifelong Learning
- Wisemove
- Sorted
- Routes to Health
- Get On

Benefits & Challenges



Benefits

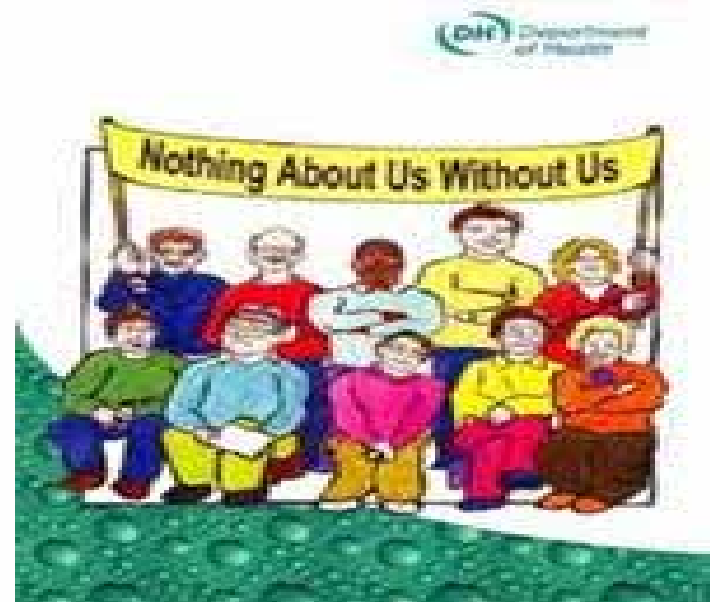
- Add value to employability work
- Deeper engagement
- Enhanced employability for SU

Challenges

- Resources
- Nature of engagement
- Support

Emerging Lessons – Practitioners

- Open to change
- Timing crucial
- Staff empowerment
- Range of tools



Emerging Lessons- Policymakers

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- Short term funding
- Clear feed in routes to policy process
- Develop standards

Finally

- Be creative
- Be honest
- Trust Service Users
- Learn from others
- Build on what's already there

