



Thursday 8th March 2007

EQUAL Service User Involvement Project

Practitioner Event

9.30 – 12.30

Lighthouse, Glasgow

The principle that users of services should be involved in decisions that affect them is now generally supported and its impact on health and care services and in community regeneration has been significant. In employability services, however, service users are sometimes stereotyped as more passive and dependent with little to offer and little to gain from involvement in service development. This seminar offers an opposing view, based on action research. It highlights the skills and confidence that service users and organisations can gain through involvement as well as pointing to how problems of practical implementation can be overcome through innovation and progressive arrangements.

The event is free to attend but places are strictly limited.

The EQUAL Access Development Partnership was established to facilitate access to the labour market for disadvantaged and disengaged groups and in particular those experiencing ill health as a barrier to work. Partners are drawn from The Scottish Executive, Jobcentre Plus, Communities Scotland, local authorities, local partnerships, higher education institutes, and social economy organisations. The partnership is also funded by the European Union's EQUAL programme.

The mainstreaming and dissemination programme is funded by:



Programme

9.30 'Shaping Employability Services: the possibilities and the challenges of service user involvement' Professor Gill Scott, Scottish Poverty Information Unit, Glasgow Caledonian University

9.50 'What works? Lessons from the EQUAL SUI project' Kate Lindsay, Research Fellow, Scottish Poverty Information Unit, Glasgow Caledonian University

10.10 'Perspectives of users' DVD presentation from Service User Event November 2006

10.30 Coffee

10.50 'How can we ensure that service user involvement is embedded within policy and organisations' Alison McCrae, EQUAL ACCESS Glasgow and Margaret Ann Brunjes, Glasgow Homelessness Network

11.10 'How service user involvement can enhance skills, confidence and employability of service users' Joan Currie, Scottish Drugs Forum

11.30 Panel Session

Panel members

- Paul Ballantyne, Knowledge & Practice Manager, Scottish Centre for Regeneration/Communities Scotland
- Barbara Anderson, Employability team, Scottish Executive (to be confirmed)
- Gill Scott, EQUAL Service User Involvement Project, Glasgow Caledonian University
- Ken Wardrop, Policy Development, EQUAL ACCESS Glasgow

Panel Questions

- What are the advantages of involving service users in employability and regeneration services?
- What are the limitations and challenges?
- Who needs to be involved to improve approaches to SUI in employability and regeneration services?

A light networking lunch will be available from 12.30pm

Book online now by clicking [here](#)