



# **Bradford Supporting People's Service User Involvement Group**

## **Supporting People Service User Involvement Group's action plan for 2010-2012**

The purpose of this action plan is for providers of housing related support to use this as a tool to demonstrate how they are working towards improving the issues that have been raised by service users. The action plan also enables providers to demonstrate how they have involved service users in these improvements.

Please read the guidance at the start of this action plan which explains how the action plan should be completed.

### **Why is the Action Plan needed?**

An array of evidence from a range of sources has clearly indicated again and again that in too many housing related support services, too many service users are left feeling that improvements are needed to ensure that they feel listened to, and their needs are placed right at the heart of service delivery:

1. The previous 2008 Action Plan
2. The results of the Supporting People Service User Survey 2009
3. Consultations and issues raised during the Supporting People Service User Involvement Group meetings
4. Information from Mystery Shopping Exercises undertaken by service users in 2009
5. Service User Action Planning day, June 2010

The Action Plan is a key element of the Supporting People Service User Involvement Strategy and an important part of the Supporting People Programme.

The Group developed the Action Plan through the group's committee, as a specific piece of direct action, and will continue to have an ongoing role leading monitoring and reviewing the outcomes of this work. Thus ensuring the views of service users are included in the delivery of the Supporting People (SP) programme. By contributing to the service user action plan, providers can demonstrate

they are meeting some of the requirements to C5.3 Ai of the Quality Assessment Framework (There is a strategic approach to promoting independence).

## **The Annual Service User Survey**

Bradford Supporting People Programme sent out a survey to all of their service users (with the exception of service users who have a community alarm) in 2008 and December 2009.

The purpose of the service user survey is:

- To create a broad mechanism to measure the views of service users
- To contribute to understanding better the needs of SP client groups
- To address the targets set out in this action plan.

In 2009 a total of **2227** Service users completed a questionnaire from out of **7209** sent out. This relates to an overall response rate of **31%** of all service users. Therefore all information in the action plan relating to this survey demonstrates information from nearly one third of all SP service users. The key issues raised are consistent across all client groups who responded to the annual survey.

## **Helpful tips on how to complete this action plan**

- ✓ Only answer a section where you feel it is relevant to your service.
- ✓ Provide answers in bullet point format.
- ✓ Look at the issues raised within the action plan and think about what you are already doing to address these issues within your service.
- ✓ Meet with your service users and ask them what you are doing to improve these issues. Ask them what would help resolve these issues and come up with alternative solutions than the ones given in the action plan if they are more suited to your service.
- ✓ Once you have discussed solutions with service users develop a plan of how you are going to implement these solutions.
- ✓ Work with a group of service users to make improvements.
- ✓ Ask a service user to complete this action plan and compare your answers with theirs to see if they are the same.

## Stages of the action plan process

Stage	Action	Timescale
Stage 1	Providers to complete the action plan and send it back to the SP Service User Involvement Group Committee	1 month
Stage 2	Providers to use the solutions provided within the action plan as a starting point to for areas of improvements and/or consult with their own service users to develop solutions that are more suited to their own service. Support on how to do this can be provided by the SUIG committee.	Ongoing
Stage 3	Analysis of results to be completed by the committee to produce areas of good practice and provide information to commissioners on barriers that services face around the issues raised within the action plan.	2 months

### What to expect from The Group's committee:

- Updates on progress of the action plan through the provider forum
- A report at the end of the first phase of the action plan to look at what has been achieved
- A plan to look at how we can share good practice found within the action plan
- We will ask your permission if The Group's committee wish to use some of the examples you provide within the action plan if they would like to use this as an example of good practice.

PLEASE NOTE:

**\* Suggestions with the action plan with 1 or more red asterisks indicate a vote of high priority by a service user(s) who attended the service user action plan day.**

AND FINALLY .....

**Thank You.** The time and additional input which is required to work through this Action Plan is very much appreciated.

Kath Black, John Brown, John Hannon, Anne Kay, Andrew King, Gary Staniforth, Emmerson Walgrove - SP Service User Involvement Group committee

## 1. Better Information and Communication

### What can services do to inform service users of changes they have made in response to service users suggestions?

Over 38% of people in the SP Annual Service User Survey didn't know if their provider had made any changes to their service as a result of suggestions from people who use the service. Over 10% thought no changes had been made.

Service user made the following suggestions of how to make this issue better:	How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
<b>1.1</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Support plan to include a suggestions/complaints section around what could be improved and a feedback section on changes that have been made.</li> <li><input type="checkbox"/> Feedback changes in key work sessions</li> <li><input type="checkbox"/> Changes should be talked about on a regular basis.</li> </ul>				C5.2 ciii
<b>1.2</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Staff to develop a way to log suggestions so actions can be taken from suggestions and are recorded.</li> <li><input type="checkbox"/> Publicise suggestions log to service users so they can read about suggestions and what changes have been made as a result. For example display on a feedback board</li> <li><input type="checkbox"/> Explain why things don't happen</li> </ul>				C5.2 cii
<b>1.3</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Publicise changes in newsletter – design newsletter around this</li> </ul>				C5.2 ciii
<b>1.4</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Organise an event to give feedback on changes and celebrate input from service users.</li> </ul>				C5.2 ciii
<b>1.5</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Support service users to bring the suggestions to SP Service User Involvement Group</li> </ul>				C5.2 bii

## 2. Better Information and Communication

### How can services give the right amount of information to service users?

Nearly 19% of all respondents to the SP Annual Service User Survey either felt that they didn't get the right amount of information on their support service or didn't know if they got the right amount of information on their support service.

Service user made the following suggestions of how to make this issue better:	How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
<p><b>2.1</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Involve service users in developing service user handbook to ensure information is clear and relevant.. Include things around activities to get involved in; rules and regulations; back ground information on the project. *</li> <li><input type="checkbox"/> Scenarios of issues could also be given in handbook e.g.: case study of what happens if rules are broken.</li> <li><input type="checkbox"/> Information given should be complete (fully filled in tenancy agreements and rent breakdown).</li> </ul>				C4.2 civ C5.1 bi C5.1 aii
<p><b>2.2</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Spend more time with service user when introducing the service so service users can get to know their support worker and ask questions.</li> <li><input type="checkbox"/> There should be a good induction with service users.</li> <li><input type="checkbox"/> More experience staff should provide the initial information not a trainee.</li> <li><input type="checkbox"/> Provide training for all staff on giving information, building relationships with service users and having the right amount of knowledge.</li> <li><input type="checkbox"/> Staff need to be knowledgeable so they can give the right information. *</li> <li><input type="checkbox"/> Repeat information given when first arrives as this is often forgotten due to chaotic arrival. Keep going over information at intervals.</li> </ul>				C4.2 civ C5.1 cii C5.1 ciii

Service user made the following suggestions of how to make this issue better:	How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
<b>2.3</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Enable service users to be involved in interviewing staff so they can select someone with the right attitude and someone who is passionate.</li> <li><input type="checkbox"/> Enable service users to be involved in reviewing staff</li> </ul>				C5.4 aiii
<b>2.4</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Train other service users as buddies/peer mentors/representatives to visit service users after they arrive to go through the information with them. ***</li> </ul>				C5.3 aii
<b>2.5</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Organise regular meetings to talk about information. This could be done through already organised meeting such as coffee mornings that service users already attend.</li> </ul>				C5.2 aiii
<b>2.6</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide information on other services In various ways such as newsletters, website, meetings*</li> </ul>				C5.1 aii
<b>2.7</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Publicise their QAF scores so service users can make an informed choice.</li> <li><input type="checkbox"/> Service users should know QAF rating of each provider before moving in*</li> </ul>				

### 3. Better Information and Communication

#### How can services make service users feel more comfortable making a complaint?

On Average 10% of respondents to the SP Annual Service User Survey don't know how to make a complaint but this is higher in particular client groups such as Refugees, Learning Disabilities, Offenders and Generic Services. 11% of the respondents don't feel comfortable about making a complaint.

Service user made the following suggestions of how to make this issue better:		How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
3.1	<ul style="list-style-type: none"> <li><input type="checkbox"/> Staff should show that making a complaint is seen as a positive thing and those suggestions and complaints are welcomed to improve the service.</li> <li><input type="checkbox"/> Staff should encourage compliments and complaints.</li> </ul>				C5.5 cx C5.5 bi
3.2	<ul style="list-style-type: none"> <li><input type="checkbox"/> The service should explain that there is an independent body to take complaints to if they are unhappy with the service</li> <li><input type="checkbox"/> The service should provide clear information on where they can complain about the service elsewhere.</li> </ul>				C5.5 cviii
3.3	<ul style="list-style-type: none"> <li><input type="checkbox"/> Complaints forms should be made easily available and easy to understand and complete.</li> <li><input type="checkbox"/> Handbook should have clear information on where to go to complain.</li> <li><input type="checkbox"/> More information in handbook about making a complaint and this should then be explained regularly.</li> </ul>				C5.5 ci C5.5 cviii
3.4	<ul style="list-style-type: none"> <li><input type="checkbox"/> Services could set up a service user led independent body to look at complaints across all services****</li> </ul>				C5.5 cxiii

Service user made the following suggestions of how to make this issue better:		How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
3.5	<ul style="list-style-type: none"> <li>❑ Another staff member in the organisation other than the support worker should phone, visit or write to check the service user is happy with the support worker and the support they are receiving.</li> </ul>				
3.6	<ul style="list-style-type: none"> <li>❑ Staff to attend service user forum so a service users buddy, peer mentor or service user representative can discuss complaints with staff and to receive feedback</li> <li>❑ Buddy/peer mentor/rep should be trained and to be available to take complaints on behalf of other service users.</li> <li>❑ Service should offer a befriending service within projects to support service users and encourage complaints</li> </ul>				C5.5 bii C5.5 aii
3.7	<ul style="list-style-type: none"> <li>❑ Make ways to complain anonymous if service users wish to do so.</li> </ul>				C5.5 ci
3.8	<ul style="list-style-type: none"> <li>❑ Develop a charter on what service users should expect from the service so it can be used as a comparison when you are not receiving the right service.</li> </ul>				C5.3 ci
3.9	<ul style="list-style-type: none"> <li>❑ Clear feedback given to everyone on what has happened as a result of complaints so service users can see positive things that have come out of complaints so it will encourage more people to complain.</li> </ul>				C5.5 civ C5.5 bii

## 4. Choice & Options

**How can providers give increased choice before service users choose which support they would like to receive?**

**How do providers make sure people know what services are available?**

The SP Annual Service User Survey results show that nearly 20% of respondents said they felt they didn't have enough choice before they chose their current support.

Service users made the following suggestions of how to make this issue better:	How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
<p><b>4.1</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure staff can provide good sign posting advice.</li> <li><input type="checkbox"/> Ensure staff and volunteers are <b>passionate</b> about people accessing their rights and getting the advice they need</li> </ul>				C5.1 All c C4.2
<p><b>4.2</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Advertise your services in free papers. Put information on your service in Community pride newsletter. Develop newsletters for areas and estates with information on your service including on websites. ****</li> <li><input type="checkbox"/> Advertise your services in different ways for different types of people. Keep service information up to date and regularly mail out. Provide clear advice, no jargon/clear language, plain English and accessible to all *****</li> <li><input type="checkbox"/> Regular promotion of your services in GPs, Police, job centres, pubs, drops in centres, food places</li> </ul> <p>For example:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide leaflets and posters advertising number to call to be referred for support.</li> <li><input type="checkbox"/> Provide information so people know where to go in an emergency situation. For example if you become homeless or go into hospital. Give advice &amp; information before an emergency happens*</li> </ul>				C4.2  C5.1 civ

Service user made the following suggestions of how to make this issue better:	How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
<p><b>4.3</b></p> <ul style="list-style-type: none"> <li>❑ Train service users to provide peer support and mentors to other service users to provide alternative ways to give information and additional support.</li> <li>❑ Enable Ex/current service users to offer advice and signpost. For example, provide an office for service users to take calls and offer a befriending or mentoring option with in your service. *****</li> </ul>				C5.4 bii
<p><b>4.4</b></p> <ul style="list-style-type: none"> <li>❑ Use service user volunteers and staff who are ex-service users to provide work opportunities for service users and give service users choices.</li> </ul>				C5.4 aiii
<p><b>4.5</b></p> <ul style="list-style-type: none"> <li>❑ Provide free phone numbers for advice on accessing services.</li> </ul>				C5.1 All b

## 5. Choice and Options

### How can service provide a range of ways service users can be involved?

19.8% of respondents would like more chance to have their say. Respondents to the survey also indicated that they would like a range of ways to be involved.

Service user made the following suggestions of how to make this issue better:	How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
<p><b>5.1</b></p> <ul style="list-style-type: none"> <li>❑ Train support workers to understand that involvement is support work.</li> <li>❑ Ensure staff give more encouragement to take part in activities.</li> <li>❑ Build better relationship with service user and support worker</li> <li>❑ Ensure support workers support service users to be involved and support workers should attend with service users if they need them to.</li> <li>❑ Allow support worker and service users to do things together to build relationship and trust.</li> <li>❑ Train staff to encourage involvement</li> <li>❑ Support worker should motivate service users to get involved *</li> <li>❑ Ensure that the service has involvement at the heart of support work. Involvement is part of your support and should be in your support session. It should be the starting point to all support as it helps you move on and live independently. It is not an add-on to your support, it is your support.</li> </ul>				<p>C5.2 bii C5.2 biii</p>

Service user made the following suggestions of how to make this issue better:	How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
<p><b>5.2</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Develop ways to make it easier for service users to give ideas and take decisions on which involvement activities should be set up.</li> <li><input type="checkbox"/> Hold residents meeting to decide what activities service users we want to do.</li> </ul> <p>For example:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Give service users ownership of the activities but work with service users to do this.</li> <li><input type="checkbox"/> Elect service user representatives to help organise activities with the support of staff</li> <li><input type="checkbox"/> Service user involvement should be a standard item at team meetings</li> </ul>				C5.2 ai C5.2 aii
<p><b>5.3</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Support service users to be involved in the SP Service User Involvement Group and external agency groups.</li> <li><input type="checkbox"/> Advertise service user involvement groups.</li> </ul>				C5.3 ai C5.2 aiii
<p><b>5.4</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Get service users involved in resources and services available in the local community Provide more information on activities service users can be involved in within your own organisation and available elsewhere.</li> <li><input type="checkbox"/> Newsletter should give information of involvement activities already taking place.</li> </ul>				C5.4 All c C5.4 All b
<p><b>5.5</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Recruitment of service users as staff and onto management committee of you service.</li> <li><input type="checkbox"/> Service users to be involved in the organisation such as on the management committee ****</li> </ul>				C5.4 aiii
<p><b>5.6</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Support service users to develop their own independant body **</li> </ul>				C5.2 aiii

## 6. Closer links with other services and neighbourhoods

### How can services that support service users work better together?

25% of respondents to the SP service user annual survey rated how well their support service worked with other organisations they use or need as ok. How can your support service work better with other services service users use?

Service users made the following suggestions of how to make this issue better:		How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
6.1	<ul style="list-style-type: none"> <li><input type="checkbox"/> Inviting other services to the office and visit other services to get to know how they work and how you can work together.</li> <li><input type="checkbox"/> Joint working</li> <li><input type="checkbox"/> Be proactive in building relationships with other agencies</li> </ul>				C1.2
6.2	<ul style="list-style-type: none"> <li><input type="checkbox"/> Attend forums to meet providers/service users/other agencies</li> <li><input type="checkbox"/> Ensure there is good networking between services ****</li> </ul>				
6.3	<ul style="list-style-type: none"> <li><input type="checkbox"/> Discuss your services within the SP newsletter and provider forums</li> </ul>				
6.4	<ul style="list-style-type: none"> <li><input type="checkbox"/> Build local links with other agencies operating in local neighbourhoods</li> <li><input type="checkbox"/> Improve relationships with other agencies/providers operating in the same area</li> </ul>				
6.5	<ul style="list-style-type: none"> <li><input type="checkbox"/> Involve specialist from other agencies to deliver services to staff and service users</li> <li><input type="checkbox"/> Integrate your service with other services</li> <li><input type="checkbox"/> Providers to work together to create more activities for service users to get involved in.</li> </ul>				C1.2 cvii C1.2 bii C1.2 biii C1.2 aii
6.6	<ul style="list-style-type: none"> <li><input type="checkbox"/> Providers develop ways to peer review each others work practices to improve services. *</li> </ul>				

## 7. Address Housing Issues and people moving on from temporary accommodation

20% of respondents to the SP service user annual survey rated their accommodation as OK, 9% worse than OK.

Service user made the following suggestions of how to make this issue better:		How do you or could you achieve some of these suggestions within your service?	How did you involve service users in this area?	What were or are the barriers to complete some of these suggestions?	QAF standard
7.1	<input type="checkbox"/> Enable service users to view where they will live before signing up for the service				C5.1 ci
7.2	<input type="checkbox"/> Consider ways of increasing choice of accommodation for service users <input type="checkbox"/> Develop more links with private landlords				C4.3 av
7.3	<input type="checkbox"/> Providers should continuously improve the quality of their stock				The liv env
7.4	<input type="checkbox"/> Make sure service users are tenancy ready <input type="checkbox"/> Introduce tenancy ready training & support for service users <input type="checkbox"/> Ensure staff are well trained so they can help service users manage their tenancy and access the other services.				C1.2 civ
7.5	<input type="checkbox"/> Provide drop in advice and support. <input type="checkbox"/> Develop partnerships with advice agencies so they come and visit projects to give advice.				C1.2 bi C1.2 bii
7.6	<input type="checkbox"/> Services to provide housing advice or sign post to where service users can get housing advice				C4.3
7.7	<input type="checkbox"/> Provide trainer flats for vulnerable people so that they have a better chance of making a success of their tenancy when rehoused or provide opportunities for people to practice managing a tenancy.				C4.3 ai
7.8	<input type="checkbox"/> Advertise and sign post service users to floating support/resettlement workers when they move on to their own tenancy.				C4.3 cvii

<p>How easy was this form to complete?</p>	
<p>What were the barriers to completing the form?</p>	
<p>Has the action plan highlighted any areas of your service that you feel could be used as good practice?</p>	
<p>Has the action plan highlighted any improvements that you could make to your services in consultation with service users?</p>	
<p>How could the SP service user group help support any actions you have identified in the plan?</p>	
<p>Do you have a business improvement plans?</p>	<p>Yes No</p> <p>If yes, please attach a copy of your improvement plan</p>