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Client Involvement Good Practice & Top Tips

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Good Practice & Top Tips

- **Who are we and what do we do?**
- **What is client involvement & what are the benefits?**
- **Where to start- top tips**
- **Types of involvement**
- **The Involvement Jigsaw**



TPAS Support - Who are we?

Tenant Participation Advisory Service

Long history of community consultation & tenant involvement.

TPAS Support- services & support to:

- ✓ SP Commissioning Teams
- ✓ Health & Social Care Teams
- ✓ SP Providers
- ✓ SP User Groups



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TPAS Support – What do we do?

Large annual client and service user events	Develop & sustain user groups	Develop involvement policies & strategies
Client training e.g. Peer Assessor/ Tender Evaluator	Creative consultation activities e.g. film projects	Newsletters & accessible info
Mapping and developing involvement directories	Provide coaching, mentoring and independent facilitator role	Consultation & involvement surveys



N.E. Lincolnshire-Speakout 07



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SUP & SURFER Groups





Peer Assessor Training





User Groups

- **Utilising your skills and expertise**
- **Developing your skills and knowledge**
- **Including you in decision-making**
- **Giving you an opportunity to say what SP services should be funded**
- **Creating places where you can talk about your current SP services**
- **Listening to your views, opinions, ideas and suggestions**
- **Offering opportunities for participation**



Peer Assessor Training

- **3 day training programme**
- **Raise awareness and knowledge about the SP programme and service quality standards**
- **The role of the Peer Assessor -understanding diversity, confidentiality and boundaries**
- **Full Interviewing Skills training inc interview practice sessions**
- **3 days training**
- **Certificates/ Job Descriptions/ Code of Conduct/ L&D plans**



Wakefield- What's the plan?

- **Client Panel**
- **Improving communication**
- **Involvement Strategy**
- **Training- PA, “Easy Chair”**



Feel Familiar?

There is nothing interesting to get involved in

I get asked questions but nothing gets done

Service users/clients have no power

No-body listens

My views don't really count

Getting involved wont change things

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Our Aims

I have new skills

My confidence has grown

I feel like my views count as important

I am listened to & feel valued



The quality of my service has improved

I am now a support worker

I have a choice in what I want to get involved in

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What is client involvement?

“Involving clients in all aspects of the organisation or programme”

OR

“a two way process involving sharing of information and ideas where clients are able to influence decisions and take part in what is happening”

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Why involve clients?



• **Expectations**

- Complies with SP objectives and is a contractual obligation.
- Complies with local engagement strategies.
- Complies with CLG expectations around Independence and Opportunity

Opportunities

- Provides personal development opportunities.
- Clients have a wealth of untapped knowledge and experience.
- Clients have first hand experience of using services so can tell providers what works and what doesn't.

Benefits

- Improves clients skills and confidence.
- Clients working in partnership with staff reduces a 'them and us' culture.
- Clients feel listened to, valued and have ownership of their service.
- Good SU involvement historically leads to improved services.



Where do you start?



- **Start with simple questions e.g. Is the service what clients want? Does the service meet clients needs?**
- **How could the service be:
More effective? More efficient? Better quality?**
- **Is there a genuine opportunity to contribute? Review your methods in line with client preferences.**
- **Be accessible and transparent.**
- **Be clear about what you are really asking**
- **Make sure you feed information back to clients & into planning and service improvement plans**



Methods of consultation

Traditional

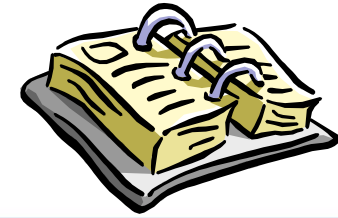


Creative





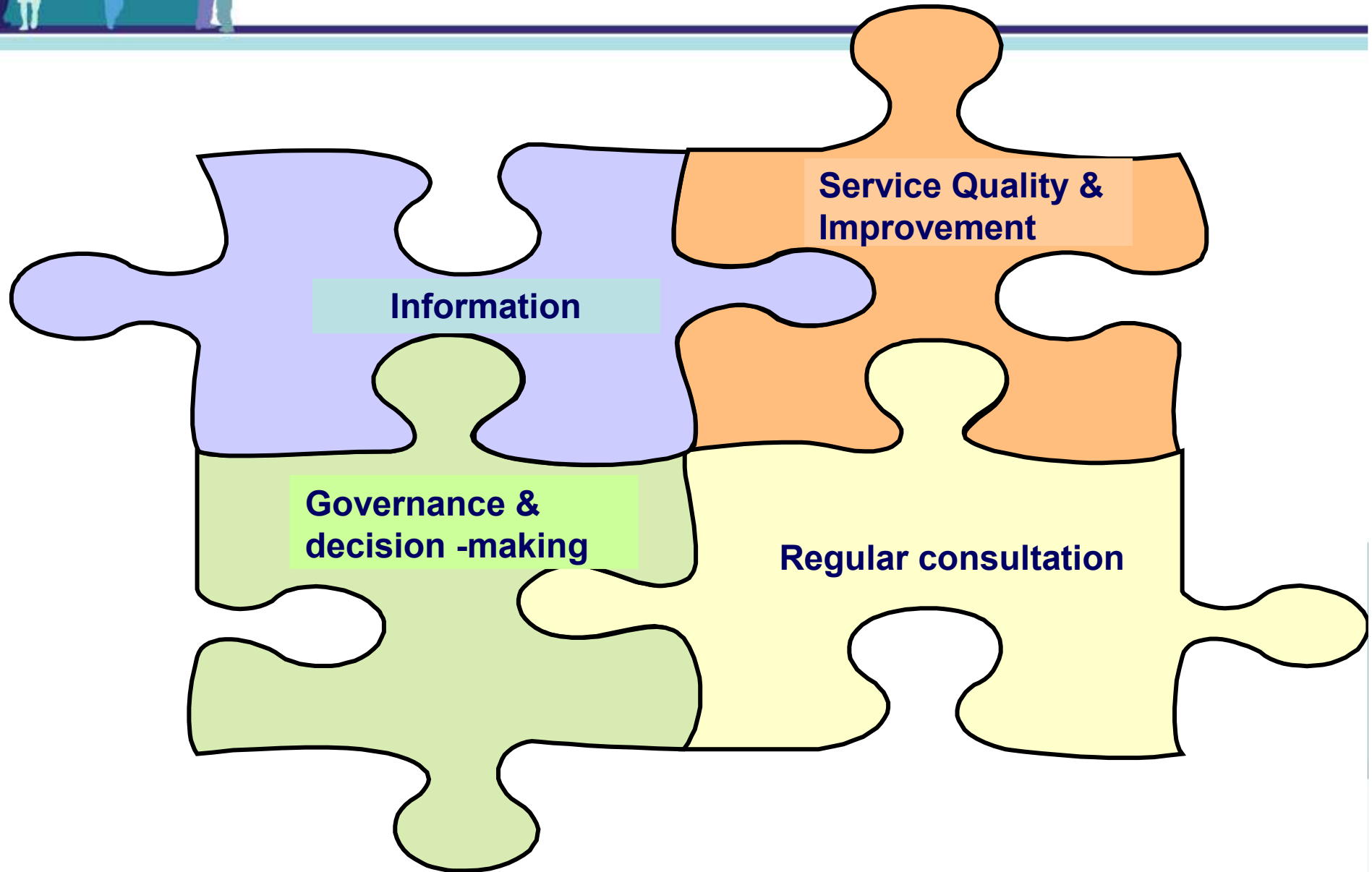
Involvement Strategy



- **Set out Supporting People aims to improve service user involvement**
- **Benefits, value & importance of user involvement**
- **Development of user group- decision making**
- **Offer different levels & types of involvement**
- **Plan to offer a “menu” of involvement activities, based on what **YOU** prefer**
- **Set out reward & recognition options**



Involvement Jigsaw





And Finally!

- **Getting involved CAN make a difference**
- **Your views DO count**
- **Getting involved benefits EVERYONE**

Maggie Davidson
Chair- Manchester Core User Group
(CUG)





Topics of Discussion

- My experiences as a service user
- Why I got involved in the CUG
- CUG Achievements
- Personal Achievements
- Making my voice heard



My Experience as a Service User

- Experience of being in Care Home
- Experience of being Homeless
- Experience of Fleeing Violence
- Experience of needing Housing Support



Why I got involved

- I didn't have faith in the system
- I wanted to make my voice heard
- I wanted to make sure the bad experiences I had, do not happen to anyone else



CUG Achievements- pre 2008



- CUG is a constituted group
- Developed a national training package, aimed at providers
- Help deliver Provider training
- Attend the Provider Inclusive Forum
- Sat on recruitment panel for Supporting People Lead Officer



CUG Achievements 2008-09



- Secured funding for CUG coordinator
- CUG representation on SP Core Strategy Group
- Developed CUG website including training for CUG members
- Peer Assessor training on Independent Living Charter standards
- CUG involvement in developing ILC & standards
- Now have our own meeting room
- Involved in the Tender process for Domestic Abuse services
- Piloted Richmond Fellowship skills training
- Provider training on client involvement
- Involved in developing (CBL) new housing register



What are the Benefits?

- Increased self esteem & confidence
- Gained valuable personal / work skills
- Had valuable input into service design & delivery
- Increased the quality of my life



Today

- I now have faith in the system
- My voice is heard
- I now help to make positive changes to the way services are delivered
- I now run my own business and I am an Associate Consultant with **TPAS**

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