

# Service User Involvement Action Research Project

access

Equal

Health and Employment for All

[www.equal-access-scotland.org.uk](http://www.equal-access-scotland.org.uk)

two  
action



Kate Lindsay &  
Louise Dobbie

22 May 2007

# Workshop purpose & overview

- Purpose
  - To share information on the work we have carried out
  - To consider how you can integrate SUI to your employability services
- Overview
  - Presentation
  - Current SUI activities
  - Groupwork
  - Feedback and Discussion

# Service User Involvement Project



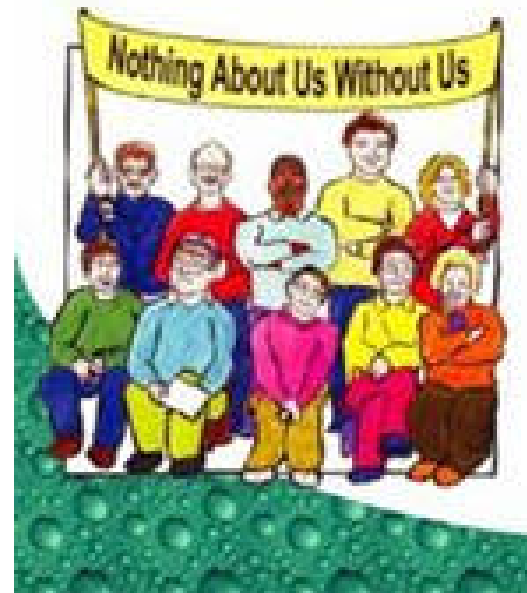
Main Objective:

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

## SUI definition

*‘the involvement of service users in the management, design and delivery of services’*

(Philips, GHN, 2004)



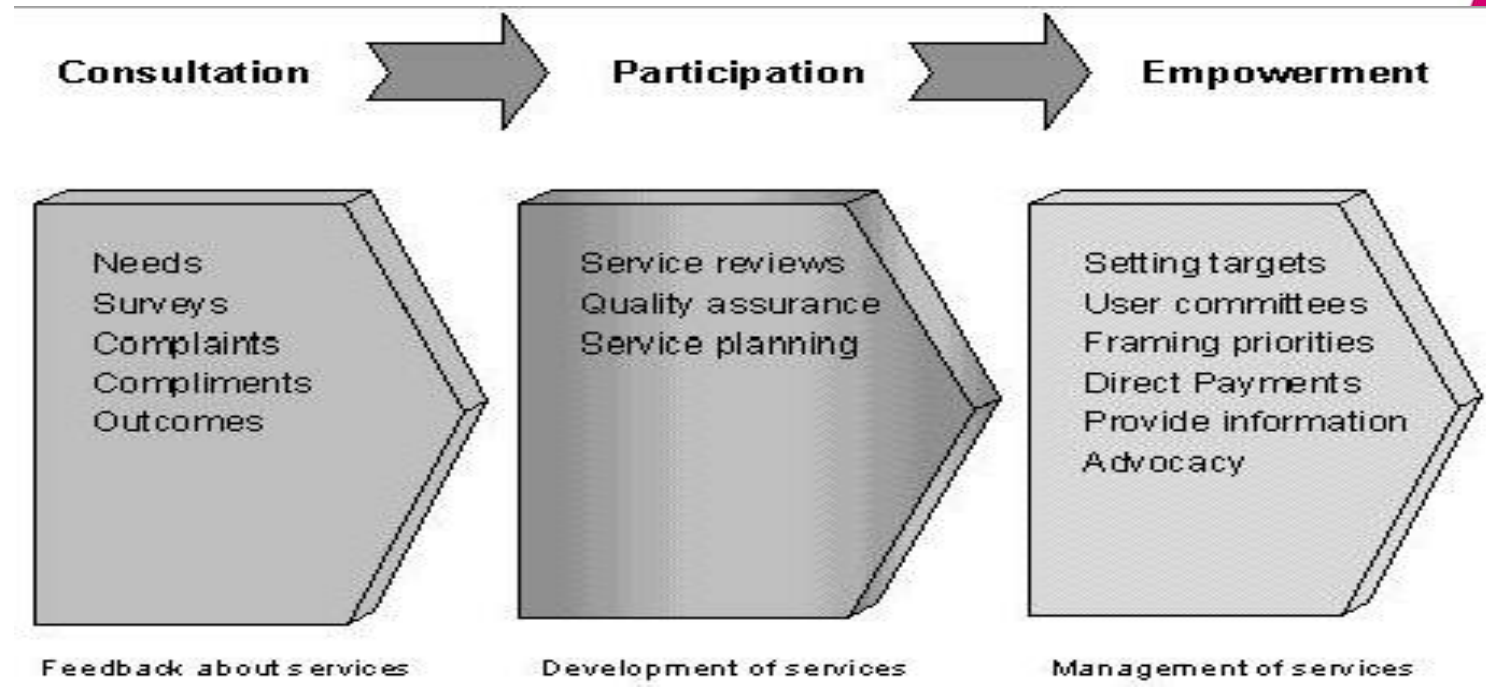
# Specific aims & tasks

- Research theory and existing models
- Consult service users through action research
- Develop a website
- Transnational element of work
- Inform employability policy

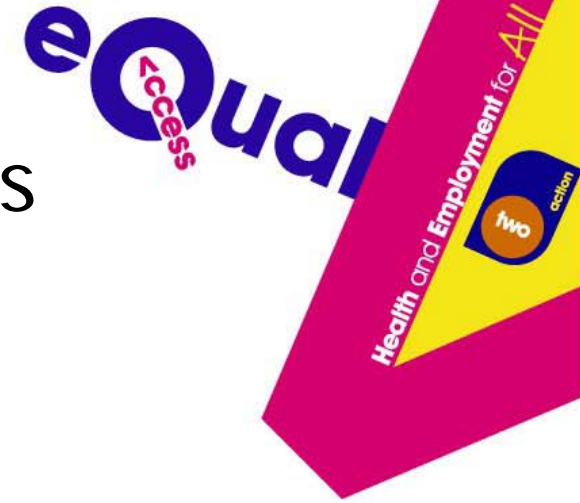
Equal  
Access

Health and Employment for All  
two  
action

# SUI in Practice



# Action Research Pilots



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

# Lessons for Practitioners

Equal  
Access

Health and Employment for All  
two  
action



- Better engagement
- Empowerment
- Staff empowerment
- Key area for development
- Open to change
- Timing
- Range of tools

# Lessons for Policymakers

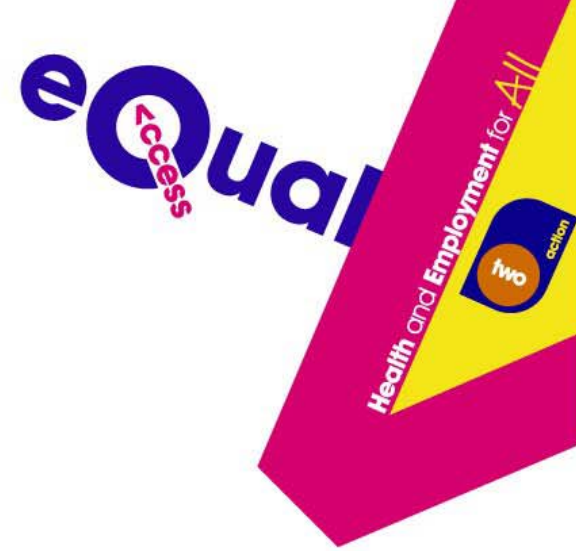
eQual  
Access

Health and Employment for All  
two action

- Empowerment
- Power shift
- Short term funding
- Measurement & standards
- How to...
- Resources
- Clear feed in route



# Top Tips



- Respond to what users want
- Identify whose role it is to respond
- Establish clear lines of communication around SUI
- Identify resources and skills required
- Develop a clear exit strategy

Any questions



## Contact

Kate Lindsay

0141 331 3772

[kate.lindsay@gcal.ac.uk](mailto:kate.lindsay@gcal.ac.uk)

Louise Dobbie

0141 331 3765

[l.dobbie@gcal.ac.uk](mailto:l.dobbie@gcal.ac.uk)

Gill Scott

0141

[j.m.scott@gcal.ac.uk](mailto:j.m.scott@gcal.ac.uk)

# Questions for today

- How could your SUI activities be linked with your employability work?
- What could you do differently
- What would you need to make that happen?

Equal  
Access

Health and Employment for All  
two  
action