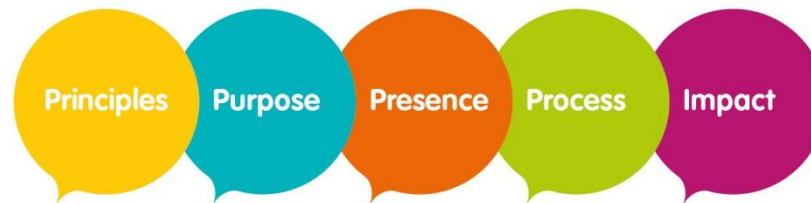




4pi National Involvement Standards



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NSUN: Network for Mental Health

A National Infrastructure:

Vision

- To bring mental health service users and survivors together to communicate, feel supported and have the power and the platform from which to have direct influence at every level.

Mission

- To create a network which will engage and support the wide diversity of mental health service users and survivors across England in order to strengthen the user voice.

Aims

- Facilitate active links between service user groups and individuals.
- Build capacity for service user groups.
- Broker and facilitate access to service users for purposes of influencing and informing policy-makers and planners.



www.nsun.org.uk

together we are stronger

Our Vision

Our vision is of a future where there is *'nothing about us without us'*:

- where effective and meaningful involvement in all aspects of our lives builds resilience and changes people's lives;
- where there is genuine partnership working between mental health services, professionals, service users and carers, based on agreed and shared outcomes; and
- where this partnership of expertise works towards common goals of respect, recovery, choice and control for each and every individual who comes to use mental health services.

Why Involvement?

Meaningful involvement

- Improving the lives and experiences of people experiencing distress and using mental health & social care services
- Making a difference: reaching the experience of the person who is in need of support today, tomorrow or next week.
- Benefits for all concerned - for individuals, communities, services, staff and organisations.





National Involvement Partnership

Partners:

- NSUN: the National Survivor User Network
- Afiya Trust
- Social Perspectives Network
- Mental Health Foundation





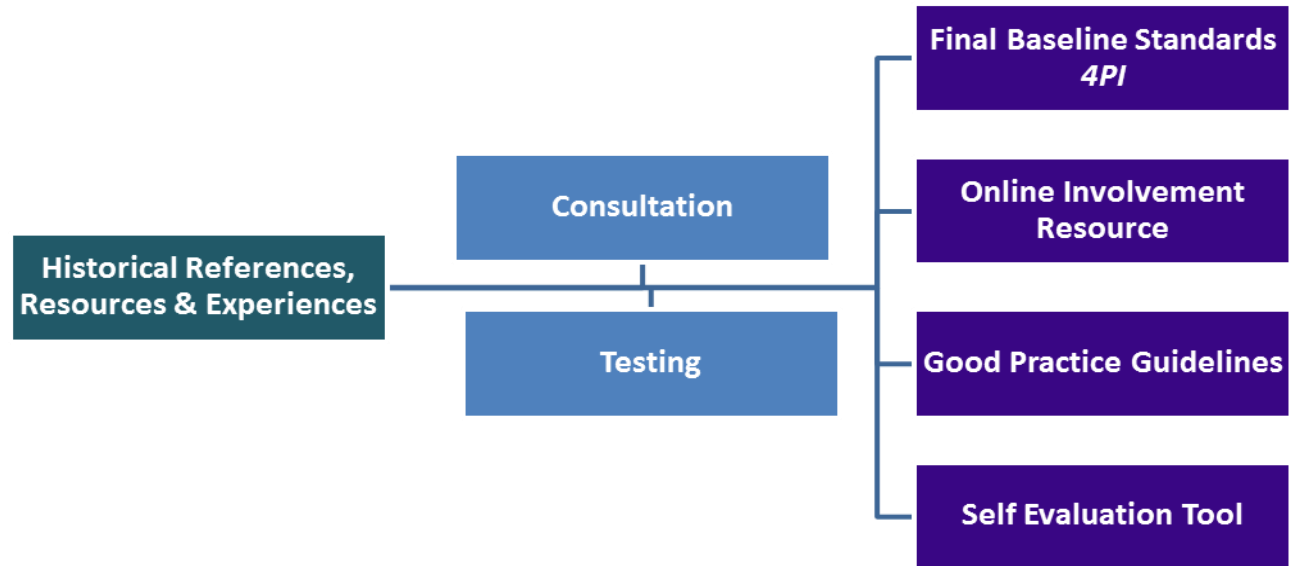
Principles

Purpose

Presence

Process

Impact



Historical References, Resources and Experiences

- Previous work for Dept of Health, NIMHE, CSIP, NMHDU
- Two Literature reviews: of involvement and of involvement tools and guidelines
- Reports:
 - ‘Dancing to Our Own Tunes’ – Jayasree Kalathil 2008 (reprint 2013)
 - ‘A Review of Values-based Commissioning in Mental Health’ – Emma Perry, Jo Barber & Elizabeth England, 2013
 - ‘On Our Own Terms’ – Jan Wallcraft and others, 2003
 - ‘Unlocking Service User Involvement in Forensic Settings’ – WISH 2011
- Consultations (by NSUN in 2012/13)
- Pilot site events and Leadership programmes



The 4Pi Standards

<p>Principles:</p>	<p>How do we treat each other? How do we want to be treated? Principles and values are the rules or beliefs that influence the way you behave and the way that you treat other people.</p>
<p>Purpose:</p>	<p><i>Why</i> are we involving people? Why are we becoming involved?</p>
<p>Presence:</p>	<p><i>Who</i> is involved? Are the right people involved in the right places?</p>
<p>Process:</p>	<p><i>How</i> are people involved? How do people feel about the involvement process?</p>
<p>Impact:</p>	<p>What difference does involvement make? How can we tell that we have made a difference?</p>

Principles 1

A commitment to:

- improve services and to improve the mental health, wellbeing and recovery of all individuals;
- acknowledge the power differentials that exist between people, and a commitment to minimise them wherever possible;
- listen to service users and carers with respect and openness;
- change in response to the views of service users and carers;
- support race equality and to challenge discriminatory practices;
- an open-minded approach towards cultural differences and diversity in ways of working.

Principles 2

Principles of:

- Inclusivity, equality of opportunity and fairness;
- Clarity and transparency;
- Flexibility
- Sensitivity about language and actions... an understanding that there are different ways of expressing and doing things



Purpose

- The purpose of involvement is clearly stated, agreed and communicated with everyone involved;
- Clarity about individual roles and involvement activities for service users and carers;
- Clarity & transparency about the potential for change and the limits to change;
- The intended outcomes for involvement are agreed and recorded at the start in order that they can be monitored and evaluated.



Presence

- Service users and carers involved at all levels and stages of an activity, organisation or project;
- A diversity of service users and carers involved;
- Service users and carers offered the option to be involved separately as their views and priorities may be different;
- A minimum of two and ideally three service users/carers in any meeting, with a reserve person at high level meetings.

Process

Engagement

- Information made widely available
- A range of ways of getting involved
- A fair and transparent recruitment process
- Role descriptions
- Accessible and inclusive approaches

Communication

- Clear and regular communications, jargon-free
- Timing
- Feedback
- Decision-making processes clear and transparent

Support and Training

- Practical, supervisory and emotional support
- Training shared to enable all to work together well

Practical Issues

- Budget, travel, expenses for support needs

Impact: Questions

1. What were the intended outcomes of the involvement activity?
2. What difference(s) have service users and carers made to the project, activity or organisation?
3. How did everyone feel about the process of involvement?
4. Did the involvement of service users and carers make a difference to the end result of the activity/project?
5. Did the involvement of service users and carers make a difference beyond the activity itself – to the delivery of services or the understanding of mental health, to the recovery or wellbeing of individuals?

A Cycle of Learning and Influence



4pi National
Involvement
Standards



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Overarching themes

- Power
- Diversity and equality
- Principles and values
- Commitment to change
- Barriers and challenges

Next Steps...What does implementation look like?

- Sign-up
- Online resources www.nsun.org.uk
- Indicators for implementation
- Working with individual organisations