

# FROM THE POINT OF SERVICE USERS

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# WHAT IS USER INVOLVEMENT?

- PARTICIPATION
- EMPOWERMENT
- OWNERSHIP
- CHANGE
- PERCEPTION
- ADVOCACY

# Strategy for Continuing Adult Service User Involvement in Barnet

*As a service user, you are respected, treated as an individual, involved in your own care, and getting the service you need.*

*Two Prong approach –*

*Service Users involved as individuals through Care Plans  
Service Users as a consultative body – Service User Group*

# BARNET SERVICE USER GROUP (BSUG)

*BSUG is run by current and ex service users for service users.*

To be HEARD

&

Have a VOICE

**MEMBERSHIP**

**ACCESSIBLE**

**&**

**CLEAR COMMUNICATION CHANNELS**

# COMPLEX NEEDS

## WHAT DOES THAT MEAN TO YOU?

### *Definitions of the word 'Complex'*

- so complicated or intricate as to be hard to understand or deal with
- composed of many interconnected parts

### **ANSWER**

We all have different needs, which, when taken together, can seem very complex.

**BUT IS THIS IMPOSSIBLE TO RESOLVE ?**

**NO!**

But it takes commitment

HOW

&

WHY?

# WAYS FORWARD FOR US ....

- INFORMATION SHARING
- SATELLITE SERVICES
- OFFERING CHOICE & INDEPENDENCE

# To summarise

- We are all 'complex' and have unique levels of need
- Partner agencies must be committed to working together

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