



# Service user leadership in creating better mental health services that achieve better outcomes



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# Today

- ✓ A brief introduction to Together
- ✓ What is service user leadership?
- ✓ Service user leadership in action
  - Governance arrangements
  - Service delivery
  - Planning, delivery and evaluation
  - Peer support at Together
- ✓ Developing service user leadership



# Who are we?

Together for Mental Wellbeing is a national charity that supports people with mental health issues to lead fulfilling and independent lives.

What makes us stand out is that we put people at the centre of their own support – they set their own goals and are in control of how we work alongside them to achieve these. We value people as experts in what works best for them, and draw on their skills and strengths to build resilience and support networks so they can eventually manage without us.



# Who are we?

We are committed to promoting service user leadership wherever possible, and ensure the design and delivery of our services, as well as decisions at every level of the organisation, are shaped by the views and knowledge of those we support.

We work with approximately 4,500 every month in around 70 locations and our services include

- Personalised support in the community
- Accommodation based support
- Advocacy services, including in secure hospitals
- Criminal justice services, including in courts and police stations



# Service User Involvement Directorate



**Mandy Chainey**

Service User Involvement Manager



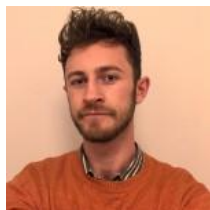
**Angela Newton**

Director



**Jess Worner**

Peer Support Practice Manager



**James Byrne**

Service User Involvement Worker

**People who use mental health services**



**Jackie Hardy**

Peer Support Involvement Worker



**Cavell Douglas**

Accountant



**Brett Sharpe**

Support Officer



**Johanna Wilson**

Support Officer

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# What is service user leadership?

- An emerging term
- It is about power, control and trust
- Different to service user involvement
- Different to co-production
- It is when “**Lived experience leads the way**”
- It can and does happen in different ways
  - Numbers, positions and roles
  - The value that is placed on lived experience



# Recruitment and selection

## Involvement

- A service user sits on a 3 person interview panel
- Might have been trained to do so and be involved in all stages of the process

## Co-production

- Staff and service users work together to identify a post
- Staff and service users work together to design recruitment process and decision making is equally weighted

## Leadership

- Service users identify need for post - staff respond by creating it
- Service users provided access training
- Service user chairs interview panel that includes one member of staff



# Leeds Survivor Led Crisis Service

- Set up by service users after five years of campaigning
- Place of sanctuary and alternative to statutory services for people in acute mental health crisis
- Governed and managed by survivors
- Unique perspectives on what it feels like to be in crisis and what is helpful and unhelpful
- Service developed based on this knowledge and experience, as well as our visitors and callers' feedback around their needs.
- Provide compassionate, respectful, empathic and consistent services





# LSLCS Outcomes

“Dial house has reduced my self-injuries and keeps me out of A&E [e.g. on anniversaries (family related and of abuse).”

“Before I visited this evening I felt that I was not accepted by other people or myself. Now I feel different, I feel accepted”

“It’s saved my life”

“It means a lot that staff are really open and honest about their own mental health problems, it helps me to know that they aren’t judging me or looking down on me”



# National Service User Awards

- Small staff team support a large team of service users to plan and deliver a national awards ceremony
- For people using secure services
- Service users decide everything and apply for specific roles on annual basis
  - Planning
  - Marketing and promotions
  - Judging
  - Event management
- Celebration of what can be achieved in some of the most restrictive settings
- Improves people's mental health



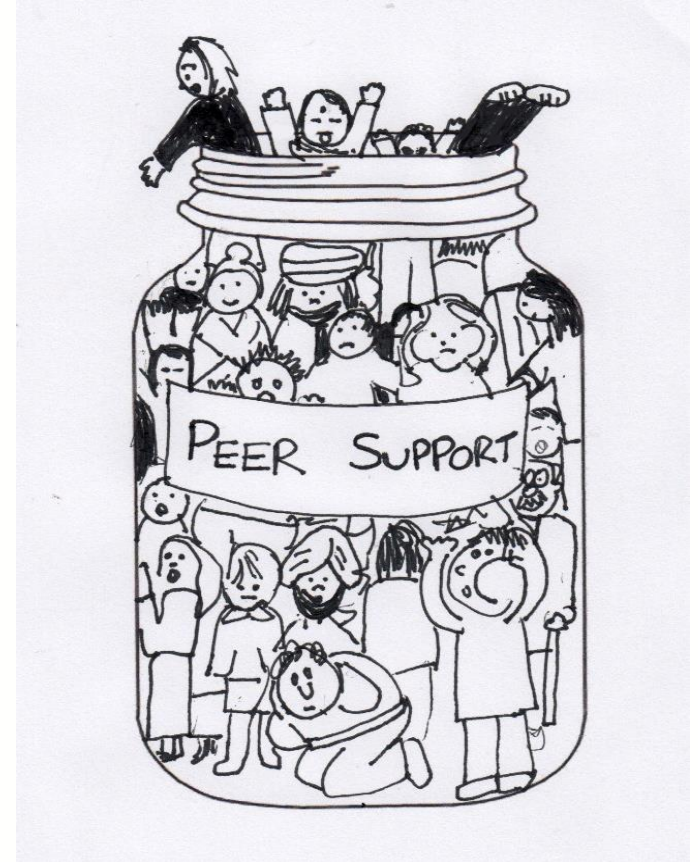
# National Service User Awards





# What is peer support?

Peer support is “people with experience of mental distress supporting each other towards greater wellbeing, as people of equal value and on a reciprocal basis, using their own lived experience as a tool for support”



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# Peer Support at Together

- Developed in the Service User Involvement Directorate in response to people's needs
- Service user led development of our model of peer support e.g. training, charter, tools
- National network of Peer Support Co-Ordinators that recruit, train, support and supervise local teams of Peer Supporters
- 685 people benefitted from peer support during 2017-18
- Different to staff / professional led versions of peer support



## Peer Support Outcomes

- Service users and peer supporters achieve outcomes
- Service user outcomes during 2017-18 were:-
  - **90%** reported **improved confidence**
  - **84%** reported **improved ability to manage their mental health**
  - **86%** reported **feeling more in control**
  - **82%** reported **improved social life and support networks**
  - **92%** reported **feeling more accepted**
  - **82%** reported **feeling more hopeful about the future**
- **£4.96** social value created from every **£1** spent



# Developing service user leadership

1. Understanding what it is – lived experience leads the way
2. Understanding what it isn't – involvement or co-production
3. Identifying and educating others - how it is different to service user involvement and co-production
4. Identifying the appetite, ambition and space for it
5. Getting comfortable with handing over power and control
6. Thinking outside the box and taking a risk
7. Learning from it – the successes and the pitfalls



# Thank you

For more information please contact:-

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