SV DV ENGAGEMENT EVENT 15th JUNE 2018

AN EXPLORATION OF SERVICE USER INVOLVEMENT IN SEXUAL & DOMESTIC VIOLENCE SERVICES

Dr Ana Szabo; Di Turgoose

Project Team Prof Julie Fish
DEFINITION OF SUI

In those services where high levels of SUI are present, services will be designed ‘by’ and ‘with’ service users, rather than ‘for’, ‘about’, ‘to’ or ‘without’ them.
PROJECT AIMS

- We identified our research question as: “How can providers enable users to be involved in the design & delivery of the service?”
- We explored what is being done currently & mapped this to the levels of the Ladder of Involvement, so that there is a shared knowledge / skills base among commissioners, providers & service users about the different levels of SUI
METHODOLOGY & METHODS

- Participatory approaches
- Familiarise with key issues;
- Workshops with service users:
  - Scrutiny group (formal meeting)
  - Women’s Aid Leicester WALL (structured w/s)
  - Jenkins Centre (TJC) (semi-structured discussion)
- Testing out conclusions with service providers
FINDINGS

WALL

- *Observation of house meeting*

- **Activity 1:** to ascertain the extent of involvement in residents’ meetings Most common responses revealed that SU preferred staff to organise the meetings & they were consulted

- **Activity 3:** asked residents for own thoughts about how there might be more SUI Residents instead talked about ‘basic living & amenities’ not being catered for

TJC

- **Content:** keen to share their thoughts about the programme; developing understanding & techniques for behaviour management; need to embed learning

- **Design of organisation:** venue, day/ time; overlap between groups

- **Seeking views:** face to face

- **Delivery of programme:** pass on experience, one SU would contribute to leading the programme
7. None observed
6. None observed
5. None observed
4. Scrutiny Group; TJC - reflective account by service user being used in future groups as a case study
3. WALL feedback on repairs TJC on content of programme
2. WALL request for repairs TJC evaluation & feedback from service users
1. WALL house meeting - agenda TJC complaints process
0. Query induction for some service users at WALL
MAKING SENSE OF THE FINDINGS

Models of SUI

- Empowerment models
  - Ladder – represents degrees of citizen participation & power as rungs up a ladder
  - Health Canada’s Public Involvement Continuum – gives a visual of power balances, flux of information & relationship building between service users & public services

DMU Sexual Violence & Domestic Violence Network
DISSEMINATION & IMPACT

- Service users generate ideas for action and make all major decisions regarding services.
- Service users share equal responsibility for decision making with providers.
- Service users hold accountability for specific tasks/projects and their outcomes.
- Service users represent their peers in aspects of service.
- Service users’ views are taken into account in service.
- Service users are asked for their views, but do not influence outcome.
- Service users are given relevant information by providers.
- Users passively receive services.
Public Involvement Continuum

Source: Health Canada (2000, 12)
RECOMMENDATIONS

1. Embed SUI at key points of service use e.g. initial, midway (it may be necessary to specify units of time or numbers of days/weeks) & endings

2. Ensure staff know the benefits of SUI for service users, staff, organisation & the wider community

3. Include as standards in commissioning agreements opportunities (facilitated) for staff reflection & review

4. Consider different ways of communicating decisions & rationale

5. Involve SU’S ‘regularly’ in reviewing services & take feedback about their experience of service provision to feedforward

6. Future research should involve SU’s as co-researchers

7. Future research should engage service providers as collaborators

8. Facilitate women’s engagement in Freedom programme e.g. in refuge

9. Potentially develop IT capacity/capability for self-evaluation (by use of encrypted passwords) for users of TJC
REFERENCES


What barriers would exist for SUI in the design and delivery of SVDV services and how can we overcome these?

Wright et al, 2016