

WSUN 1991 – 2011

**Changing Patterns of User
Involvement**

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Changing Patterns of User Involvement

November 1991 – Early Days

Implementation of Community Care

- Talking About Us without us

By coming together in our own organisation we could

- Share Experiences
- Gain Information
- Gain Confidence to speak out
- Organise ourselves to influence

Changing Patterns of User Involvement

1992 – Encouraging Users to be involved

- Required by law for the first time
- WSUN, as an independent organisation enabled good practice in Wiltshire to develop by:
 - Generic including all impairments so Social Model based
 - Negotiating the subject & method of involvement
 - Involving lots of users, not just “cherry picking” a few

Changing Patterns of User Involvement

1992 – Providing Users to be involved (Cont'd)

- WSUN preparing and supporting users
- Enabling users to network with each other
- Lots and lots of involvement – riddling the system with user involvement
- Involvement from the start
- Users able to set their own Agenda
- Recognition and reimbursement of user expertise and contribution

Changing Patterns of User Involvement

What kinds of involvement?

User-led services

e.g. Wits

Co-production

e.g. Designing new services together

Participation

e.g. Joint Monitoring Groups

Consultation

e.g. Formal consultation exercises

Information provision

e.g. Briefings/publications on decisions made

Changing Patterns of User Involvement

Changing Context of WSUN Work

- Margin to Mainstream
- User to Citizen (but always disabled people)
- Personalisation – services to individual pathways (self directed support)
- Countywide and now also local participation
- Individual strength leading to Partnership working
- Moving to times of cuts nationally & locally

Changing Patterns of User Involvement

What does it mean for WSUN 20 years on?

You will decide but some guidelines:

- Be confident about your expertise!
- Be open to new ideas and shared agendas!
- Be flexible about working with partners
- Be efficient about back office support
- Lead disabled people's community at local level as well

Changing Patterns of User Involvement

And Finally

MANY HAPPY RETURNS

GOOD LUCK

Here's to the next 20 years!