

## Service User Involvement



### Why be involved?

- Be an equal part of planning, developing and delivering services that you use.
- To make a positive contribution for the future of services.
- To voice your opinion and ideas and to ensure that you have an opportunity to be heard.
- It will help you to learn new skills; improve your confidence; boost your personal development and increase employment opportunities.
- Try something new and be part of something... you may enjoy it!



### CONTACT US

#### Staff Team

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### What is service user involvement?

It is about keeping you at the heart of Sussex Oakleaf, the service you use and the support you receive.

There are many opportunities for you to become involved including becoming a member of the Oakleaf Consumer Circle, working in partnership to improve your service, contributing to the newsletter and much more.

Service User Involvement can take many forms and can be as little or as much as you want it to be. Your involvement is key to the development of services; we value your experiences.

### **Level 1: Being involved in your service**

*(Travel expenses are paid when attending opportunities outside of your normal service)*

- Helping in day to day activities.
- Organising or helping to organise trips.
- Meeting and greeting new staff.
- Being a Service User Representative or member of a service user committee.
- Attending service user meetings.
- Attending Sussex Oakleaf training.
- Being involved in the Sussex Oakleaf Newsletter, by submitting articles, volunteering with editing and producing the newsletter, etc.
- Taking part in information sharing and consultation events, eg completing questionnaires, meeting with commissioners, etc.



### **Level 3: Recruitment and Training** *(Payment varies)*

- **Being a full member of a recruitment panel**  
Being part of the recruitment process means you can help select new members of staff to work at your service. This can involve short-listing applicants for interview and/or sitting as a member of the interview panel.
- **Planning and delivery of training**  
This opportunity would be available to you after completing an Open College Network accredited 'Train the Trainer' course offered by Sussex Oakleaf.

### **Level 2: Planning and developing**

#### **Working Groups** *(Paid an hourly rate plus travel expenses)*

You will be working alongside members of staff to discuss and make changes to how the organisation works.

- **Equality and Diversity:** to oversee the implementation of legislation relating to Equality & Diversity in all aspects of Sussex Oakleaf activity.
- **Health and Safety:** Ensuring that health and safety is up to date and put into practice.
- **Policy Review Group:** Reviews policies that helps the organisation work effectively.
- **Learning & Development:** Plans training for staff and service user
- **Environmental Group:** Looks at ways of making the organisation greener.

#### **Steering Groups**

You will be working with staff and service users to discuss and influence current issues in our society.

- **Personalisation** - Challenging local authorities in their policies on Self Directed Support.



### **Oakleaf Consumer Circle**

The Oakleaf Consumer Circle is a service user group that works at Board level with Sussex Oakleaf.

***'You are not alone - The Oakleaf Consumer Circle, a representative group of service users with lived experience. Where everybody counts and every voice is heard.'***