

Menu of Involvement



A list of options for clients to get
involved in

Southdown

Menu of Involvement

Southdown's Menu of Involvement lists all the different ways that we involve our clients. For more information on any of these options or to speak to someone about how you can get involved, please contact Southdown's Client Involvement Advisor, [Suzanne Barwell](#) or telephone **07805 811 161**.

Client Involvement Development Team

The Client Involvement Development Team will meet every two months and will play a key part in the developing client involvement in the organisation. Members will be clients from across all Southdown services. This group will develop client involvement work areas throughout Southdown and will be trained by our Client Involvement Advisor. Expenses will be paid with members receiving appropriate support and equipment.



Regular client participation groups

Clients who receive support from the same Southdown service meet regularly and discuss about what is important to you as a Southdown client, and what can be done to improve the support you receive. Please talk to your support worker for details on when and where your local client meetings are happening. There are always ways to get involved at these meetings, this could mean taking minutes and improving your IT skills, promoting your meetings on social media and locally, or it could mean having a role in welcoming new members.

Focus Groups

Would you like to give your opinion but haven't got the time commitment to get involved on a regular basis? We are always looking for clients to sit down in a small group and give their views on a range of topics related to the service that is supporting you.

Menu of Involvement

Feedback Activities

Roadshows, open days and events are all opportunities where you can get involved, give your opinion and meet other Southdown clients.



Client Led Events

Clients in our Learning Disability services meet and plan three annual events in; spring, summer and winter. These events are designed by clients who decide the theme, music, dress code and activities.

"It was great to see all the interaction and how Support Workers enabled clients to be involved and entertained regardless of the level of their learning disability."
- Support Worker

Client Led Projects

From a conversation with our Learning Disability clients, a sensory garden has been created. Clients took a lead role in the design of a new sensory garden at Brook Court, Horsham. The garden is now a place where clients can go and talk independently with others and was created from a client's idea, with support from staff.

<https://www.youtube.com/watch?v=n98ELiMnjIM>

Campaigning

Recently clients and staff worked hard to reduce the proposed 50% cuts to our homelessness prevention service, Home Works. Clients were involved at every stage by filling in impact survey's, creating a petition, attending Roadshows and meeting with Councillor's and MP's to voice their concerns.

<https://www.youtube.com/watch?v=X7UpMjNjMPw&t=28s>

Talk To Your Support Worker

Your support or recovery worker will be involving you in your support package and asking you how you feel about sessions and plans you create together. If there is anything you want to change or think would be good for you, then let your worker know! Feedback in our Brighton and Hove and Worthing offices display your feedback onto large TV's, which are displayed publicly.

Volunteering

Volunteers kindly offer their time and skills doing something that mutually benefits the organisation and themselves. They have set roles and responsibilities, although this can be flexible to suit individual needs. Southdown volunteers are supported and recognised in similar ways to paid employees, and as such will be offered training and development to assist them with progression. Usually they go through an application process, which requires a DBS check and references.

Southdown has a Volunteer Coordinator, who will be developing opportunities across mental health and wellbeing services, in particular within our East Sussex Community Network.

Buddies

Buddies are usually volunteers but will offer specific 1:1 support to individuals and help them with their personal development.

Southdown has Student Buddies at our Recovery College, in Brighton, who support other students, for example, by accompanying them to courses.

Peer Support

Peers are individuals who have common ground, supporting one another using their shared experiences, skills and knowledge. This can be in an employed, voluntary, formal or informal capacity.

Southdown offers a Peer Service in the East Sussex Community Network which consists of paid peer specialists and volunteer peers who have undertaken our Level 2 Mentoring Course. In Brighton, our

Menu of Involvement

Recovery College employs Peer Tutors who co-produce and co-deliver courses with clinicians.

<https://www.southdown.org/news-jobs/staff-stories/peer-trainers-show-students-you-can-live-good-enjoyable-fulfilling-life>

Comments, Complaints and Suggestions

If you have any comments or ideas on how your support is being delivered, please talk to your support worker for a 'comments, complaints, or suggestions' form. All information is recorded and passed on to service managers, your thoughts could lead to a change in the way support is delivered!

Alternatively, please click here to have your say on our **Feedback tab (active link here)**.

Annual Client Satisfaction Survey

Each year Southdown sends out an annual client satisfaction survey that helps monitor how well we are doing, the results of which are published on our website.

Client Audits

Every service wants to know if they are providing a good service and if not, why not? Our client audits ask the clients that use these services, those very questions. You may be asked a series of questions, take part in a small group discussion, and/or your friends and family may be asked for their opinions, on your care and support. Our Client Reviewer is responsible for collecting opinions of clients and all feedback goes to managers, where it can have an impact and improve services.

In our Learning Disability Division, our client audits are carried out by 'Staying Up Late', <https://stayuplate.org/>.

Social Media

Some of our services have Facebook and Twitter accounts, such as Home Works. Other services are looking to develop the ways they reach

Menu of Involvement

clients digitally. Please ask your support worker, if there are social media accounts you can get involved with. If your service doesn't have a page or account, maybe you could help set one up! Training is available.

Other Opportunities

Client Journey Reference Group

The East Sussex Community Network has eight different services and has a group of clients from each area, who work with staff, in developing the Network. This Client Journey Reference Group, CRJG, has a client representative from each wellbeing centre and meets every month.

'I enjoy being involved with the client journey reference group, meeting monthly with peers and Southdown staff. It is good to be able to have input on the various topics including; revising referral forms, creating values for all so clients and staff know how to work with each other, and helping to put together a welcome pack for new referrals.'

Client Representative

People in Partnership

People in Partnership is a service where people, who have had experience of mental health issues and/or their relatives, can identify areas of improvement for local organisations who provide mental health services. Local network meetings take place at Southdown's wellbeing centres and clients are welcome to join these as either a Network Member, or as a Lead Strategic Volunteer, to facilitate these discussions.

Menu of Involvement

Preston Park/Recovery College

Clients, staff, peer specialist representatives and student 'buddies' meet every month to plan and discuss amongst other things; courses they feel clients need/want, open days, graduation events and different ways they gather feedback



What getting involved can do for you

“I started coming to the Recovery College as a student about a year ago. I volunteer and sit on the Recovery Services Steering Group for Southdown and I’m a Service User Representative at Sussex Partnership Trust.

Planning committee of Managers and clients to celebrate Preston Park’s 50th anniversary.



I volunteer because I want to give something back; but I also get so much out of volunteering,

Such as meeting people and getting out there. It’s lead to other things.

I always felt very insecure and lacked confidence due to my experiences - I always thought I

had no skills. But mental health services are pretty much my specialist subject!

I feel I’ve become more employable since attending the Recovery College courses and getting more involved. I like this field so much that I’m looking into working in it now.

As a volunteer I’ll be receiving supervision sessions and I’ll be attending training courses at Southdown’s head office soon which is amazing because I’ll be doing it with staff. It’s like a stepping stone to work.

Menu of Involvement

My favourite thing is sitting on interview panels. That I adore! I represent the client experience. What I love is that I'm given an equal say in planning the interviews and in reviewing the candidates. It's not tokenism, its real influence. And I love it.

The fact that I can combine work with my mental health and not have to cover it up feels amazing. I can be authentic, I don't need to put a force field up."

<https://www.southdown.org/our-clients/its-so-important-keep-telling-your-story>

Tenant Quality Team (TQT)

The Tenant Quality Team are Southdown tenants who are supported by our Tenancy Sustainment Co-ordinator. The TQ Team are committed to the delivery of higher standards of service, within the Housing Management and Property Services division. Our tenants play an active part in reviewing services and developing ways of working to increase tenant feedback and satisfaction. Examples of this include: assisting with the repairs survey and reviewing of the Tenant's Newsletter and Tenant Handbook.

Our tenants can always talk to their Southdown Housing Officer with any concerns they may have and/or to give feedback.

Recruitment

We involve clients in a variety of ways when recruiting staff. Clients may be asked to be on interview panels, and/or take a role in devising questions. In our Learning Disability services, clients are introduced to staff at the interview stage where they are asked for their opinion on the candidate's interaction. Our Housing division involved clients in the appointment of the new Director of Housing.

Menu of Involvement



“I’m part of the Tenant Quality Team. The role of the team is to facilitate feedback on the Housing Management Service, which is responsible for tenants. It means the service’s output can be tailored and they have the end-user, the tenant, in mind.

The Tenant Quality Team also assist in staff recruitment. I recently sat on an interview panel for the new Director of Housing role. It was pretty intense because it was at such a high level and I had a feeling I had to really perform. It was quite a responsibility but I felt like I rose to the occasion.

We put a lot of preparation into the interview but on the day you also have to enter a conversation and develop a rapport - I enjoyed that part of it. I felt valued by the organisation, by Southdown’s Chief Executive, and his colleagues.

It makes me feel like I’m going back to how and where I used to be. It’s let me sharpen my teeth, build up my toolkit, and get involved in something. It’s provided me with manageable steps to get back to full employment.

It’s exciting to be involved in shaping services. There’s a new organisational client involvement development group that I’m looking into joining.

Client Involvement makes clients feel empowered and feel that they have a voice. Having a voice means there is a constant dialogue. It’s about being heard and feeling a camaraderie with the other clients you are representing. You’re developing your empathy and compassion and seeing things from a collective perspective.”

[Insert link to Tom’s story](#)

Learning and Development

Involvement in staff learning and development can happen in a variety of ways.

Clients can be involved in the induction of new starters. One learning disability client has created a booklet to give to new staff, to educate them on their personal preferences.



Clients can feedback on how to improve staff learning and service quality by communicating directly to staff, or their managers. This could be to an individual member of staff, to a group of staff or to a whole team.

When staff are being assessed on their performance, clients are asked for feedback on that staff member.

Training

Clients can get involved in training by:

- contributing quotes
- being filmed saying something about their lives or their support that they receive/like/don't like
- meeting and greeting participants
- being involved in the planning of a course
- contributing to the course – e.g. presenting either a personal story or something about what approaches work/don't work or leading an exercise
- taking part in a Q & A session with a trainer
- delivering part of the course
- co-delivering the course/ co-designing the course
- Delivering the course themselves
- evaluating a course or staff learning

We welcome quotes/statements from clients that we can include on formal training at any time. Please contact Southdown's training department about this.

Menu of Involvement

Clients who contribute a substantial amount to formal training with minimal support may be paid for their involvement. Clients in CSS or Housing services who have something to say relevant to the support we provide and would like to be involved in training should talk to their support worker about this. They or their support worker can then contact the Training Department.

Clients in our learning disability services who have things that they want to tell staff about how to provide good support, can apply to take part in a 'train the trainer' course. Clients who have something to say, and can contribute to training, will be selected from this course, to take part in some of the training we run. This includes Great Interactions, Person Centred Active Support, Positive Behaviour Support and Autism training.