

Arnstein's 'Ladder of Participation' is useful for explaining how clients can be involved in organisational change.

The rungs indicate the different levels of involvement and an increase in the decision making responsibilities of clients, the higher up the ladder you climb.

All involvement at each level is highly valued by Southdown.

Decision making responsibilities

Clients have areas of responsibility and make their own decisions, on factors affecting the organisation

E.g. Client Involvement Development Team

Paid Peer Specialists

Partnership

Working in co-production, staff and clients have an equal say in how a service is developed and delivered. No one side has more influence than the other.

E.g. Co-delivery of training, client and staff steering groups

Participation

Clients participate and shape discussions and but still do not hold the responsibility for decision making.

E.g. Focus groups, regular client meetings, volunteers

Consultation

Clients are asked what they think about decisions that might affect them but still have no direct input into decisions. Clients might not know what happens to this information.

E.g. Questionnaires, surveys, interviews

Information

Clients are given information after decisions have been made.

E.g. Leaflets, newsletters, email notifications